

# Sustainability Report

---

Bostadsbolaget's sustainability report is included as a separate part of the annual report. The report describes how the public housing company works with sustainable development with regard to environmental, social and financial aspects. There is also a description of the major issues facing Bostadsbolaget, and the results achieved during the year.



The environmental management system of Bostadsbolaget is certified in accordance with **ISO 14001**. This is an international environmental management standard developed by the International Organisation for Standardisation. This management system lends excellent support and structure to environmental efforts. In addition, it means that annual external audits of environmental efforts are carried out in order to develop and improve the work further. Bostadsbolaget has also been registered with the EMAS, but at the end of 2012 it was decided to end the registration.

Bostadsbolaget has signed the **UN Global Compact**, an initiative to increase businesses' awareness of, and take active responsibility for, ten internationally recognised principles in the areas of human rights, labour law and anti-corruption.



<b>BOSTADSBOLAGET'S SUSTAINABILITY WORK</b>	<b>4</b>
<b>Sustainable activity</b>	<b>4</b>
Direction and scope	5
In good company	5
Ethics are highly valued	5
<b>RELATIONS AND INTERACTION</b>	<b>6</b>
Community development	6
Interfaces	6
The media picture	6
Market communication	7
Stakeholders	8
<b>ENVIRONMENTAL RESPONSIBILITY</b>	<b>9</b>
Highlights	9
Focus areas, goals and objectives	10
Environmental organisation	11
The Environmental Council's work is based on four dimensions:	12
Practical examples from the field:	12
<b>Environmental impact</b>	<b>13</b>
Water	13
Energy	13
Heating	13
Electricity for common areas and building functions	13
Transport and machinery	14
Waste	14
Indoor environment	14
Outdoor environment	14
Choice of materials	15
<b>COMMUNITY RESPONSIBILITY</b>	<b>16</b>
<b>Highlights</b>	<b>16</b>
<b>Employees</b>	<b>17</b>
A good place to work	17
Satisfied employees	17
Gender equality and diversity	17
Safe workplace	17
Advancement opportunities	18
Trade union representation	18
Health-promoting activities	18
Employees of the future	19
<b>Community responsibility</b>	<b>20</b>
Housing for everyone	20
The important voice of youth	20
Safe and secure housing	21
Cooperation for the tenants	21
Friendly community	22

Opportunity to influence	22
<b>FINANCIAL RESPONSIBILITY</b>	<b>24</b>
<b>Highlights</b>	<b>24</b>
<b>Investing in Gothenburg</b>	<b>25</b>
A great contribution to society	25
Support to organisations, associations and projects	26
<b>GRI INDEX</b>	<b>28</b>

## Bostadsbolaget's sustainability work

*"I am proud of the work the Company does. Together, we contribute to the development of the city: we take responsibility for supplying housing, work to empower tenants and create conditions to allow tenants to develop their own welfare. This is the fourth consecutive year that we are summarising our CSR work in a sustainability report and it is good to see how the activity and the city are developing.*

*Bostadsbolaget has worked in a focused manner on the sustainability issues for several years. It is not always easy to work on sustainability and it is not something that can be done in a flash. It requires strategic thinking and persistence as well as goals and many committed employees. We have all of this and we will work even harder on it in the future. As from January 2013, we have a new organisational structure that will create further synergies and develop the operation and competence further. The difference will be noticeable in our social and financial responsibility as well as our environmental work.*

*The year 2012 has been fun in many ways, including receiving the prize from CSR Western Sweden for our investment in children and the way it creates conditions for the younger generation to live and think in a sustainable way. We have also received the prize for Property Manager of the Year for projects that affect our work on sustainability issues. The competition was tough as it was between all the property companies in Sweden. Here, in our sustainability report you can read about some of our projects and commitments. Pleasant reading!"*

*Bertil Rignäs, CEO*

## Sustainable activity

Göteborgs stads bostadsaktiebolag, Bostadsbolaget, is a subsidiary of Förvaltnings AB Framtiden, wholly owned by the City of Gothenburg. The Company is managed based on the owner's aim for the public benefit housing companies and the prioritised objectives of the City of Gothenburg. Sustainability issues are highly valued by the city as well as the parent company and Bostadsbolaget.

Bostadsbolaget has more than 260 employees who work every day to be able to offer its approximately 40,000 tenants good housing. In total, the Company manages 23,047 rented apartments and 1171 non-residential spaces in six districts that cover all the quarters of Gothenburg. The Company's districts are fully staffed and serve their customers with the help of support functions at the head office where the Company's CEO is located. The CEO leads the activity together with the district and support function managers. The Company Board and lay auditors are appointed by the Municipal Council. The Board discusses the Company's strategic focus areas in sustainability every year. Based on these, Bostadsbolaget draws up a tangible action plan and reports back regularly during the year.

In 2012, Bostadsbolaget turned over 1519 million SEK and made a profit of 67 million SEK. The Company is self-financing and does not receive any contributions.

### Direction and scope

The Company directly or indirectly affects a large number of other groups, such as tenants, employees, contractors, organisations, educational premises, businesses, etc. The Company's actions thus have a great impact on the environment, society and the economy, and the sustainability report therefore highlights the most important aspects and events during the year. Figures and other results are taken from the Company's accounting system, environmental database and other reports produced during the year. The annual accounts are for the whole Company and follow the same organisation (demarcation, scope and measuring methods) as in previous years.

### In good company

Bostadsbolaget subscribes to the principles set by the UN Global Compact regarding human rights, labour law issues, the environment and corruption. This means that the Company formally recognises the UN's ten principles and is obligated to issue an annual report regarding how the Company is working with these issues. Bostadsbolaget's suppliers, as well as the Company itself, are expected to apply these principles in their daily operations. The Company is also a member of CSR Western Sweden (Public & Private Social Responsibility Initiative). The SABO trade organisation, in which Bostadsbolaget plays an active part, works regularly on sustainability issues and raises these with its member companies.

### Ethics are highly valued

The Company has reviewed all its operations in order to find potential risks of corruption. The review found no evidence that either the Company or its employees had acted in violation of the Company's ethical guidelines. All employees receive continual training in complying with the guidelines. Internal risk management and internal audits have also been reinforced in order to ensure compliance with laws and regulations. (Read more about this on pages 18-21 and 54-55 in Bostadsbolaget's annual report.) The Company does not only have requirements governing the actions of its employees but also formulated ethical guidelines for its suppliers. Upon the issuance of this sustainability report, Bostadsbolaget was not involved in any disputes or litigation relating to sustainability issues. Inquiries regarding Bostadsbolaget's sustainability report should be directed to the Company's communication manager on +46 (0) 31-731 50 00 or by email to [info@bostadsbolaget.se](mailto:info@bostadsbolaget.se)

## Relations and interaction

As a public housing company, Bostadsbolaget works for the benefit of its tenants, the City of Gothenburg and society. The Company's stakeholders have different requirements and expectations of the activity. What these are varies between the groups and over time. There is a continuous dialogue to understand and be able to meet the expectations of the stakeholders.

The stakeholders affect and are affected by the actions of the Company. Open and continuous dialogue creates understanding and commitment, which, in turn, increases the prospects of success for the Company. The relationship between Bostadsbolaget and the stakeholders is an important part of sustainable community development. Bostadsbolaget's most important stakeholders are shown on the next page. It is these stakeholders that the Company works for and with to fulfil its mission, and it is also these that have the greatest influence on the Company's operations.

### Community development

On some of the city's development projects, Bostadsbolaget cooperates with schools, business owners, other landlords, industry associations and law enforcement. They work together to create attractive and secure housing areas. As with all cooperation, dialogue and meetings are important factors for success.

### Interfaces

The contact with the stakeholders varies depending on the recipient and purpose. The Company uses conventional and physical communication channels as well as digital and indirect ones in order to be able to offer, as far as possible, the channel that the stakeholders want.

The Company's website is an important channel with information for the tenants as well as the stakeholders. Tenants of Bostadsbolaget can log in and collect information about their housing. The website is not only informative but also encourages dialogue through a suggestion box where tenants can leave views and suggestions. The Company is also on Facebook, which offers great opportunities for dialogue and is increasingly being used by the stakeholders.

The tenants' magazine *Trivas* is published four times a year with the aim of informing and inspiring good housing. All the residential and non-residential tenants receive *Trivas* by post.

There are also physical meetings with the stakeholders, including housing meetings and activities in the districts.

Regular meetings are also held internally at department and district level and a few times per year for the whole Company.

Much of the internal communication is by email and via the Company's intranet. A new intranet will be introduced in 2013 offering a high level of dialogue and knowledge exchange.

### The media picture

It is almost exclusively local media and trade periodicals that report on Bostadsbolaget, and it is the housing environment issues that dominate. Contact with the media is both on the

Company's and journalists' initiatives. Bostadsbolaget works to increase knowledge about the Company and the rental process.

#### **Market communication**

The Company complies with existing laws and regulations concerning market communication, for example, the Marketing Practices Act. Several of the personnel working on the issues are members of the Marketing Association in Gothenburg and Sveriges Kommunikatörer (Sweden's Communicators) and are thereby bound by their ethical rules.

## Stakeholders

	Strategic direction	Examples from the field
Tenants	Bostadsbolaget shall offer tenants nice and safe housing and contribute to tenant empowerment for housing.	The tenants at Lisa Sass gata have had the opportunity to influence the planned modernisation by taking part in a dialogue group.
Employees	The employees shall be competent and committed and realise the Company's mission through words and action.	All the employees take part every year in operations planning, which is then realised in the daily work.
Owner	Bostadsbolaget shall be run in a businesslike and sustainable way according to the aims of the parent company and the city.	The Company Board, which is made up of elected politicians, and the management group hold an annual conference at which the guidelines of the operations are drawn up and for which short- and long-term goals are set.
Financiers	All financial activity within the Group shall be coordinated and handled by the parent company. Bostadsbolaget shall have regular contact with the banks concerning powers of attorney and account structures.	During the year, a new credit promise has come into force, which means that Bostadsbolaget will provide security in the form of a carefully weighted portfolio consisting of mortgage deeds for the properties.
Tenants' Association	Bostadsbolaget and the Tenant's Association shall negotiate according to current practice and cooperate on projects for tenant empowerment.	Rent negotiations to set the rent for the new housing in Kvillebäcken. Regular monthly and annual negotiations.
Contractors and suppliers	Bostadsbolaget shall comply with the Public Procurement Act and business relations shall be characterised by business ethics.	For every procurement, checks shall be carried out to ensure that the supplier or contractor meets the demands set by the Company.
Outside consultants	If outside consultants are required, they must supplement internal competence and act according to the common group policy documents and the Company's values.	Landscape architects, together with the Company and tenants, have conducted feasibility studies on improvements to the outdoor environment in Hammarkullen and Länsmansgården.
Unions	Regular and open dialogue shall be held between the Company and the trade union representatives on the Company Board.	The reorganisation that comes into effect on 1 January 2013 has been negotiated with the trade union organisations.
Government agencies	Bostadsbolaget shall work together with the authorities concerned to create conditions for good housing areas.	The Police in the northeast and employees from Bostadsbolaget spoke about safety and security for a day at Hammarkulletorget.
Industry colleagues	Bostadsbolaget shall be active among property owners in Sweden and in the trade and interest organisation SABO.	Bostadsbolaget, together with other companies, works to increase the knowledge of young people of the trade and to encourage them to enter the trade.



## Environmental responsibility

As one of Sweden's largest public benefit housing companies, Bostadsbolaget has a great opportunity to contribute to sustainable development. The size and economic resources of the Company enable it to take long-range actions when it comes to sustainability, both in its own work and with regard to the conditions of its tenants to reduce their environmental impact.

### Highlights

#### 2012

In March, Bostadsbolaget carried out its annual customer activity in which its employees knock on the doors of all the tenants. This year's customer activity was synchronised with Earth Hour and the tenants were given simple suggestions on how to live more sustainably.

For one day in May, all the personnel gathered to be inspired by a lecturer from *Camino* magazine. The theme was sustainability and how to go from attitude to action. Sustainability strategies were discussed in groups and the day resulted in a number of environmental initiatives that the Company will continue to work with during 2013.

Key persons at Bostadsbolaget have been trained on SundaHus environmental data, a computer tool that will help the personnel to choose building products that meet Bostadsbolaget's environmental requirements.

The survey of lighting in common areas that was started in 2011 resulted in a number of pilot projects in autumn 2012 in which new energy-saving lighting solutions were tested. The projects will be evaluated and implemented in several areas in 2013.

#### 2013

Five renovation and redevelopment projects will be started and run with Bostadsbolaget's new, tougher environmental requirements for product selection. The environmental requirements have been produced by the Framtiden Group.

The technology for individual charging of hot water and distribution metering has now been installed. Bostadsbolaget expects to charge the first tenants based on how much hot water they actually use in a pilot project in 2013.

Bostadsbolaget's first property will be finished according to the Sweden Green Building Council's classification system, *Environmental Building*, silver level. The new building project is located in Kvillebäcken where there is cooperation with the other property owners to create a special environmental profile for the area.

### Focus areas, goals and objectives

In its focus area decisions, the Company identifies the areas in which the environmental impact is greatest and formulates the company-wide goals and objectives. In areas in which it has less or indirect environmental impact, the Company still works on these issues, although it is difficult to set measurable goals in these cases. In addition to the Company's stated objective of reducing its environmental impact, it places great emphasis on making it easier for its tenants to make wise environmental choices.

In 2012, an environmental day was organised during which all the personnel took part in producing environmental initiatives. In addition to the overall goals, all the departments and districts chose a number of environmental initiatives to work with during 2013.

During 2012, Bostadsbolaget also took part in the working group Preserve and Develop the City as a Living Environment, part of the work to produce an environmental programme for the City of Gothenburg. The project aims to meet the local environmental quality goals and coordinate the city's environmental work. Once the environmental programme has been adopted, Framtiden and thereby Bostadsbolaget will partake as one responsible company. The idea is then to work towards the local environmental goals by taking measures in selected areas.

#### **Bostadsbolaget's most important environmental aspects:**

1. Construction and maintenance
2. Energy consumption
3. Waste processing
4. Processing of substances that pose a threat to health
5. Tenants' environmental impact
6. Heat and cooling pumps
7. Transports and working machinery
8. Procurement of materials and services
9. Water consumption

Together with the national environmental objectives and those local environmental objectives of Gothenburg that can be linked to Bostadsbolaget's operations, the above nine aspects form a foundation for the Company's environmental plan.

<b>National environmental objectives</b>	<b>Local environmental objectives (sub-goals)</b>	<b>Bostadsbolaget's important environmental aspects</b>
Reduced climate impact	By 2050, Gothenburg should have a fair and sustainable level of carbon dioxide emissions.	1, 2, 3, 6 and 7
Fresh air	The air in Gothenburg shall be clean enough not to harm human health or cause future problems.	1, 2 and 7

Natural acidification only	Reduced emissions of sulphur dioxides and nitrogen oxides to air.	7
Non-toxic environment	Gothenburg shall be sufficiently non-toxic not to have a negative effect on people or the environment.	1, 3, 4 and 8
Good built-up environment	Reduced emissions of sulphur dioxide and nitrogen oxides to air.	1 to 5

### Environmental organisation

Bostadsbolaget's environmental organisation consists of an environmental strategist who, together with the Environmental council, works on developing the environmental work of the organisation.

The Environmental Council consists of representatives with different roles from different areas in the organisation. The chairperson of the Environmental Council is a member of the management group. The composition benefits the environmental work, as different environmental issues are important to different roles. A breadth of issues are raised at the meetings of the Environmental Council and they are discussed from different angles. As well as the Environmental Council, there are environmental information officers with the important job of informing their colleagues of news and changes in the environmental work. The environmental information officers also introduce new employees to the environmental work so that they know right from the start how the Company works on environmental issues.

To be sure that Bostadsbolaget complies with what has been decided by the Environmental Council and also meets the requirements of ISO 14001, the Company has a group of employees who, in addition to their everyday tasks, act as environmental auditors. They have completed training in internal environmental auditing and carry out an annual inspection of Bostadsbolaget's environmental work.

To maximise the benefits, the internal auditors never audit their own district or department, always a different one. That way, the auditors also have the opportunity to exchange experiences and opportunities for improvements.

The environmental management system, which is certified according to ISO 14001, sets the guidelines for Bostadsbolaget's environmental work. The environmental management system is documented in the environmental database in which personnel can find the Company's environmental goals, routines, organisation and responsibilities.

All employees should have such competence and insight into the Company's environmental management system that they can use the environmental policy and contribute to meeting the overall and detailed environmental goals.

**The Environmental Council's work is based on four dimensions:**

**Ecological sustainability** – Bostadsbolaget should work for a reduction of the detrimental impact on the Earth's ecosystem

**Knowledge** – There should be a high level of environmental awareness and knowledge, both internally and amongst the tenants

**Consideration** – Environmental work is done out of consideration for present and future generations

**Cooperation** – Together, we can contribute to a more sustainable society

**Practical examples from the field:**

In Haga, six environmental rooms have been set up to allow sorting of all packaging fractions, newspapers, food waste and even light bulbs, fluorescent tubes and batteries.

In Torpa, the diesel tank is now filled with a new kind of biodiesel that is used for the working vehicles in the area and that reduces carbon dioxide emissions by 25 per cent.

During 2012, Bostadsbolaget tried a new subscription with Styr & Ställ to encourage employees at Engelbrektsgatan to choose a different means of transport than a car. The Styr & Ställ cycles were not used as much as had been hoped. In 2013, Bostadsbolaget will have its own cycles and hopes that the flexibility this will offer will increase cycling.

The environmental information officers met in October at Ekocentrum and took part in a walking lecture to gather information, inspiration and motivation.

In Norumshöjd, the heating and ventilation have been adjusted and the operation optimised, resulting in a reduction in energy consumption of about seven per cent.

Bostadsbolaget has decided to strengthen the environmental information aimed at new tenants. For example, new tenants will be given improved information on dealing with their waste.

## Environmental impact

### Water

- Bostadsbolaget uses municipal water from Gothenburg's two waterworks, as well as wastewater purified at the city's purification plant.
- In 2012 Bostadsbolaget and its tenants together used about 2.6 million m<sup>3</sup> of water, of which about 40 per cent was hot tap water. The consumption corresponds to 1.77 m<sup>3</sup>/m<sup>2</sup>, which means that the year's target was not met. During 2013, there will be a range of measures to reduce water use to 1.75 m<sup>3</sup>/m<sup>2</sup>. For example, the Company is taking part in SABO's energy-saving campaign of which water is one part.
- In 2011 Bostadsbolaget installed water meters in a number of buildings, and in 2012 readings were taken. In 2013, the first tenants will be charged for their actual use. The pilot project will be evaluated and form the basis of decisions on individual charging for hot water.

### Energy

- Energy consumption consists of two parts: district heating to heat homes, non-residential premises and warm tap water, on the one hand, and electricity for common areas and building functions on the other.
- From 2010 to 2011, Bostadsbolaget reduced its total energy consumption and thereby carbon dioxide emissions by approximately 2700 tons per year. This is mostly due to a reduction in district heating consumption.
- Since 2009, all of Bostadsbolaget's new buildings are low-energy buildings and have an energy consumption of 50-60 kWh/m<sup>2</sup>, including electricity for common areas and building functions. The current government requirements are 110 kWh/m<sup>2</sup>.

### Heating

- Bostadsbolaget's housing is heated by district heating, a method of production with both economic and environmental advantages. The average energy consumption for the houses is approximately 159.9 kWh/m<sup>2</sup>. In 2012, the heating consumption increased, including the consumption of hot tap water, compared with the previous year. As from 2012, the correction for Bostadsbolaget will be done against the energy index.
- Bostadsbolaget is also working with effect management, which means that during short periods, the buildings act as heat storage units.

### Electricity for common areas and building functions

- All the electricity that Bostadsbolaget uses comes from hydroelectric power, i.e. 100 per cent renewable. The electricity consumption for 2012 was 19.2 kWh/m<sup>2</sup> and the target was met.
- A guide has been produced to help the districts choose the right light sources, light fittings and brightness control components.
- A project aimed at installing solar cells on the roof of an existing building was started during the year. The aim is to acquire knowledge of the field and be able to contribute to the

expansion of renewable energy. Bostadsbolaget has also looked at the option of owning its own wind turbine, but the decision was taken that this should be down to the City's energy companies.

### Transport and machinery

- Bostadsbolaget's own vehicles and machinery comply with the environmental requirements of the City of Gothenburg.
- Long business trips should primarily be made by train. In the case of short trips, personnel are encouraged to cycle or use public transportation.
- In order to encourage the tenants to choose more environmentally-friendly means of transportation, more cycle parking areas are always included in and around new buildings.

### Waste

- In 2012, a total of 6946 tons of residual and mixed waste was generated by the tenants. The aim is to reduce this amount during 2013. Some housing areas have not yet been connected to the system of the weight-based tariff and are thereby not included in the above.
- Bostadsbolaget works actively with the city's priority goal, '*Conservation of resources in waste management in Gothenburg shall increase*' by, among other things, informing the tenants about waste sorting, distributing food waste containers, etc.
- All personnel have taken part in the training at Renova. The aim was to bring about an understanding of the waste issue and be able to communicate the importance of sorting waste.

### Indoor environment

- The indoor environment includes everything from choice of materials to ventilation, temperature and acoustics.
- The Company has a clear strategy to deal with radon problems, and key persons were trained during the year in order to take on the houses that the Company needs to remedy.
- Bostadsbolaget has made premises available in the centre of the city for radon research. Chalmers University of Technology, together with other actors, is carrying out the research project.

### Outdoor environment

- Bostadsbolaget works to create a safe, secure and sustainable housing environment and has long worked systematically to improve the outdoor environment.
- The Company does not use any chemical pesticides but rather utilises its own compost and organic fertiliser.
- Bostadsbolaget tries to contribute to biological diversity with features such as a diverse selection of plants. Where possible, the Company puts stonecrop roofs on its new buildings.

## Choice of materials

- The previous phasing-out list is gradually being replaced with a list of requirements containing criteria based on properties in order to avoid substances that are hazardous to the environment and health.
- The Municipality of Gothenburg has decided that Bisphenol A shall be phased out of the city's activities. To avoid the substance, the Company uses a computer tool for environmental assessment of building materials for guidance.

\* \* \* \* \*

### Carbon dioxide emissions

The Group has been preparing carbon dioxide calculations since 2010, as this is the Company's largest impact on climate. These calculations have been made using emission factors and accepted standard values. The report is based on ISO 14064 and the Greenhouse Gas Protocol, as well as the standards of the Swedish Environmental Management Council for environmental product declarations (EPD). As the values for 2012 were not yet available at the time this sustainability report was prepared, only the figures up to and including 2011 are given.

#### Distribution of carbon dioxide emissions in 2011 (%)

District heating	99.584
Natural gas	0.281
Property maintenance	0.003
Business travel by car	0.131

#### Total carbon dioxide emissions (tons CO<sub>2</sub>)

2011	22.266
2010	25.020

#### Water consumption (m<sup>3</sup>/m<sup>2</sup>)

Goal 2013	1.75
Goal 2012	1.76
Outcome 2012	1.77
Outcome 2011	1.73
Outcome 2010	1.72
Outcome 2009	1.70

#### Electricity consumption\* (kWh/m<sup>2</sup>)

Goal 2013	18.9
Goal 2012	19.6
Outcome 2012	19.2
Outcome 2011	19.2
Outcome 2010	21.5
Outcome 2009	21.1

\*Since 2011, only electricity for common areas and building systems are included in this diagram. This accounts for the seemingly strong reduction in electricity consumption. All remaining collective electricity will be eliminated and no longer be reported in the future.

#### District heating\* (kWh/m<sup>2</sup>)

Goal 2013	155.7
Outcome 2012	159.9
Goal 2012	157.3
Outcome 2011	158.7
Outcome 2010	166.7
Outcome 2009	160.1

\*Corrected according to the energy index

## Community responsibility

Bostadsbolaget shall pass on the benefit to the owner, society and tenants. The Company shall contribute in a responsible and businesslike way to social progress by creating attractive housing areas and workplaces.

## Highlights

### 2012

Bostadsbolaget was awarded CSR Western Swedens prize for its work to give children and young people the opportunity to influence their living and local environment. A good contribution to a sustainable future.

Young tenants and the creators of 'Korallslottet' (the coral castle) unveiled their work of art in bronze that now adorns Prismahuset in Västra Frölunda. The work of art was created based on the idea that everyone needs somewhere to live.

Bostadsbolaget was chosen as Property Manager of the Year for its work with young people and, in particular, the investment in Haga's caponiers.

### 2013

The efforts in 2012 when some 50 employees took part in the Göteborgsvarvet running event whet appetites, and the Company is now planning an even bigger line-up in 2013.

For two years, Bostadsbolaget has worked centrally with a youth panel but it is now going to find a new form of dialogue with youth at area level.

Bostadsbolaget plans to create sheltered housing for people aged 70 and over in the neighbourhood *Öster om Heden*. The concept is being developed by the Municipality of Gothenburg together with the city's landlords.



## Employees

### A good place to work

Bostadsbolaget shall not only offer its customers a good living environment – being an attractive employer and offering a good place to work are just as important. It is a condition for a successful operation. Good internal relations create value for the operation and lead to low personnel turnover and great commitment. By being a good employer, the chances are better of retaining and recruiting more competent employees.

### Satisfied employees

As of 31 December 2012, Bostadsbolaget had 264 employees. The Company prioritised having its own permanent personnel and is the Group's only company with employed cleaners. The personnel turnover is generally low. In 2012, 15 persons terminated their employment and 15 new persons were employed. There is no involuntary part-time or hourly employment.

Employee surveys are carried out regularly and, as before, the most recent one (2011) shows that the Company's employees are more satisfied than the average for the Group. The result of the Motivated Employee Index was 70. The result can be read at district and department level, the same level as that at which action and improvement plans are produced.

During the summer months, the number of employees is linked to the needs of the activity, and seasonal personnel for the garden work are primarily recruited. The Company also employs a large number of young people for holiday work during this time, municipal summer jobs and its own employment projects. In total, 118 young people worked for the Company during the summer of 2012. There has also been a partnership between SABO with trainee employment.

### Gender equality and diversity

Bostadsbolaget works actively on gender equality issues and its aim is for employees to reflect the diversity of Gothenburg's population. A more even gender distribution and greater diversity make for a better workplace.

No form of discrimination is acceptable, and in 2012 no cases of discrimination were reported among the employees.

### Safe workplace

Work-related accidents are rare at Bostadsbolaget, Three to four work-related injuries are reported per year, including a few injuries from falls. Those responsible for the working environment from all the Company's areas take part in the Company's working environment and safety work with a zero vision.

Based on the City of Gothenburg's security policy, Bostadsbolaget has drawn up its own programme for security work. The programme covers permanent and temporary personnel as well as contractors and suppliers. All incidents are followed up and a risk inventory with

a protocol is prepared twice a year, followed up by an action plan. Threats and violence are the most common issues in risk inventories, and all personnel who come into contact with its tenants receive training. During the year, all the employees have also undergone fire training and heart and CPR training.

### **Advancement opportunities**

It is important that the employees have the chance to progress, and Bostadsbolaget invests a large amount of resources in competence development. All employees have annual performance review discussions, at which they can discuss their skills development, and the employees are expected to take an active role in this work. Training efforts are planned based on the needs of the activity and the individual's wishes for further training to raise competence.

### **Trade union representation**

Bostadsbolaget complies with all the laws and regulations in force, including the Co-determination Act (MBL), which plays a central role in Swedish labour law and, naturally, also in Bostadsbolaget's operation. Bostadsbolaget's personnel are represented by three trade unions: the Association of Management and Professional Staff, Unionen and the Swedish Building Maintenance Workers' Union. Employee representatives of Unionen and the Swedish Building Maintenance Workers' Union are also represented on the Company Board.

The provision of information with regard to organisational changes is governed by the Co-determination Act (MBL), and it has been relevant during the year as the management and the Board have decided to make certain organisational changes, including merging the current six districts into three and alternating the district managers between them. This will come into force on 1 January 2013.

Just as in the previous year, there have been no notices during 2012, nor has the Company been involved in any legal disputes regarding working conditions or similar issues during the year.

### **Health-promoting activities**

Healthy and satisfied employees are a condition of a successful activity and the company works in many ways to achieve this goal.

Bostadsbolaget has been health certified since 2010 and was recertified in 2012. The strategic attitude to the health work and the focus on the different needs of the working group form the basis of the certification. The different departments and districts of the Company set up their own health goals and activities.

The Company health inspirers are new this year. This is a group of 13 employees distributed between all the districts and departments who meet regularly to discuss the Company's health work with the aim of inspiring more people to a good life.

Every year, Bostadsbolaget arranges a health challenge and encourages the employees to take part in it. In 2012, the challenge was to take part in the Göteborgsvarvet running event. As many as 50 people registered and went to the starting line to run or walk a half marathon. A large number of people were also in place along the course to cheer on their

colleagues. As inspiration for these runners and other employees, the Company has arranged activities during the year focusing on well-being and health. Illness-related absence continues to be at a low level and the explanation is most probably the Company's investment in health and preventive care. Regular and frequent follow-up of illness-related absence is done at an early stage to put the necessary measures in place.

### Employees of the future

The property industry will face a large number of retiring workers in a few years and it expects to need to employ approximately 10,000 new people within the next ten years. According to the industry, knowledge of and interest in the industry is low and Fastighetsbranschens Utbildningsnämnd (the property industry educational board) has therefore started strategic work to improve this situation. During the year, Bostadsbolaget has invested in disseminating knowledge about the industry and the Company. The Company has worked with, among others, the Lindholmen Technical Higher Secondary School, taken part in the Upper Secondary School Days and met study counsellors to inform them of the opportunities and benefits of the industry.

\* \* \* \* \*

#### Age distribution (age and number)

-24 years	5
25-34	21
35-44	66
45-44	81
55-	91

Average age: 48.5 (2012), 46.5 (2011), 47.9 (2010)

#### Illness-related absence (%)

##### Blue-collar employees

2012	3.94
2011	4.43
2010	5.13

##### White-collar employees

2012	2.45
2011	1.65
2010	3.06

##### Average

2012	3.38
2011	3.21
2010	4.42

Bostadsbolaget is one of the few property companies that have employed cleaning personnel. The illness-related absence for this group has decreased from 15.75% (2006) to 4.60% (2012).

#### Employees (number)

<u>Year</u>	<u>Total</u>	<u>Blue-collar employees</u>	<u>White-collar employees</u>
2012	264	167	97
2011	261	165	96
2010	261	164	97

Distribution of men and women on the Board and in Management: 14 men and 9 women. In 2012, 15 people ended their employment with Bostadsbolaget, and the same number was hired.

## Community responsibility

Bostadsbolaget takes a great deal of community responsibility in its housing areas, not just through good property management but also through genuine social commitment. The Framtiden Group has many objectives relating to community responsibility, such as increasing integration amongst the residents of its housing areas. Bostadsbolaget strives to create the conditions for security, safety and well-being for young and old. By being open to dialogue and involving the tenants, the Company hopes to increase their feeling of responsibility and will to influence their living environment. The districts hold continuous discussions with the tenants through general housing meetings as well as meetings on specific points at issue.

## Housing for everyone

Bostadsbolaget wants to offer attractive housing to everyone, regardless of age, background and family structure. Every year since 1982, the Company, in partnership with the City of Gothenburg Property Office, has offered a number of apartments to people who for various reasons find themselves excluded from the normal housing market.

These are people who on social or medical grounds cannot arrange their own housing and who are entitled to this social and medical priority. For the first 18 months, the Property Office pays for the tenancy agreement, which is then transferred to the tenant and becomes a head lease if everything has worked as it should. The partnership has resulted in 111 apartments being conveyed during the year. A further eleven housing units were conveyed to voluntary organisations, for example, the City Mission, the Discharged Pensioners' Aid Society and Gryning Vård AB, via so-called side agreements.

Students are another group that often has difficulties finding accommodation.

Bostadsbolaget has a small amount of designated student accommodation (within the municipality, they are handled by Stiftelsen Göteborgs Studentbostäder) but areas with fewer and cheaper rented apartments often house this category of tenants. In 2012, Bostadsbolaget entered an agreement with Chalmers Studentbostäder, which means that they hire a whole block with 58 apartments from Bostadsbolaget.

Sometimes, the Company's responsibility extends beyond its own housing areas.

Compulsory administration is uncommon, but in 2011 Bostadsbolaget did have one. The rent tribunal in Gothenburg then commissioned the Company to administer a property for which the previous owner had failed in his/her administration. The task was to ensure that the tenants' living environment was terminated during the year.

## The important voice of youth

Since autumn 2011, Bostadsbolaget has cooperated with the foundation Läxhjälpen (homework help), which means that ten students from the Hammarkullen School have received help with their studies (read more about homework help on page 43).

Mentor Sverige and Bostadsbolaget have worked together since 2011 to offer young people an adult support person (read more about this on page 43). New this year is that employees

have been job mentors. This means that employees in different jobs and on different occasions have visited schools to talk to upper secondary school pupils about their jobs. Since 2010, Bostadsbolaget has also had a youth panel that has served as a sounding board on different development issues. The group has consisted of a number of young persons from different housing areas, a youth leader from Mixgården and one of the Company's employees. The recruitment has not worked in the way the Company had wished, but has largely remained as the core group from the start. The group has discussed why and how things could be done differently to attract more young people. The result was that the Youth Panel is being discontinued in its current form and will be moved out into the districts, which will develop the youth meetings from a common basis.

During the summer months, Bostadsbolaget employs young people for holiday work to help with the outdoor environment and cleaning. For the second year, the Company has also involved summer hosts. This year they were in place in Hammarkullen and Norra Biskopsgården. The summer hosts are older youth from the area, who come up with activities for the younger children who are at home during the summer holiday. The hosts as well as the children and their families feel that the investment is not only beneficial at the moment but also that it contributes to improved recognition and a sense of community in the area.

### **Safe and secure housing**

Housing is personal, and it is important that tenants feel safe in their homes and with Bostadsbolaget as their landlord, not least when something needs to be remedied in the apartment. Working on people's homes puts great demands on tactfulness and professionalism. In the same way as the Company makes demands on the way its personnel should act, it has ethical guidelines for suppliers and entrepreneurs. These clarify the expectations and demands the Company makes on the contractor. Just like Bostadsbolaget's own personnel, they must be professional and respectful to the tenants and the living environment. Large projects often mean several levels of subcontractors that should all act according to the ethical guidelines. This is not always easy to control but through ongoing dialogue with everyone involved, Bostadsbolaget strives to ensure that all contact with tenants is conducted in a desirable way.

It is also important for the tenants to feel safe and secure in the outdoor environment, on the way to and from their homes. Bostadsbolaget is an active participant in the districts' BRÅ (crime prevention council), which arranges, for example, safety walks during which the design of the outdoor environments is discussed. This may be about needs for extra lighting, lower bushes or similar.

### **Cooperation for the tenants**

Over the past few years, the property companies in the Framtiden Group have installed an open fibre network for all the properties. As well as higher broadband capacity and competitive supply, the network also forms an infrastructure for community services. These services are expected to have greater importance in the future and to be able to contribute to increasing the safety and security of the tenants in their homes.

The Group's property companies have also worked for a few years on informing the tenants about fire safety. The so-called fire information officers have visited all the housing areas and talked to the tenants about how to prevent fires and install fire detectors.

Bostadsbolaget does not only work with organisations and associations that are active in the different housing areas. There is also ongoing dialogue with the Police for safer and more secure areas. For example, the Police in the northeast and Bostadsbolaget were on location in Hammarkulletorget one day in the autumn to talk about these very issues with the tenants. Another example of when the Police were involved is the modernisation project on Lisa Sass gata in Backadalen, when the local police were asked to give their views on the outdoor environment and its design as well as some interior solutions for safety and security.

### Friendly community

Bostadsbolaget, together with other actors or on their own, arranges a range of activities for the tenants. Being a good landlord is not just about good housing. Doing things together creates solidarity and a sense of community, which often contribute to greater security.

The Company usually takes part in the annual Hammarkullen Carnival in different ways. In 2012, Bostadsbolaget tried a new way to attract more people to visit this popular multi-cultural festival. A coach from each district drove the interested tenants to the carnival where they could enjoy entertainment, dancing, food and a funfair.

In the partner project 'Uppsökande Bostadsbolaget', the Company and the Tenants' Association have worked to increase resident empowerment in Rambergsstaden and Västra Järnbrott. In Rambergsstaden, it was primarily about increasing comfort and security while those in Järnbrott needed a new meeting place. The project with the Tenants' Association ended in 2011 but through a joint effort by Bostadsbolaget, the Park and Nature Administration, Lokalförvaltningsförvaltningen (administration for the supply of premises), District Administration and the Tenants' Association they were able to improve the playground activities. The Spinetten playground was opened in summer 2012.

### Opportunity to influence

Many good ideas and suggestions come from the tenants. One such idea was a fun and crafts get-together that started in the autumn. A tenant who had lived in Rannebergen for a long time thought that harsh comments, increased segregation and groupings had become too common in the area. She wanted to do something to get the tenants to start talking to and socialising with each other. The tenant therefore borrows the company's communal room one afternoon a week and invites parents and children to join in fun and crafts. Children are usually a good way to break the ice between people. In addition to the room, Bostadsbolaget supplies some material.

Another project that tenants have been very involved in is the decoration of a number of entrances in Landala. Instead of doing it the traditional way, it was decided that each entrance should have its own character and personal style. Together with two art students and several tenants, the area personnel painted, wallpapered and styled the five stairwells, which were all given different themes. As well as nice, attractive entrances, Bostadsbolaget hopes that the efforts have contributed to a greater sense of community and conversation

between the tenants. It was also valuable for the students, as it can sometimes be difficult to find real projects.

## Financial responsibility

As a public benefit company, Bostadsbolaget is fully self-financed. The Company receives no financial support from the City of Gothenburg or the city residents, nor any contributions from the public sector. Any profits generated are mostly re-invested in the business.

## Highlights

### 2012

During the year, a working group consisting of representatives from the management group, the Swedish Building Maintenance Workers' Union and district janitors has assessed the role of the janitors with a view to increasing their availability to the customers and improving the business aspects. The new way of working will start in 2013.

The property system, which contains all the information about Bostadsbolaget's apartments and tenants, is continuously being improved. In the autumn, a new version was implemented and there are now many new improved functions.

2012 was a good year financially, above all with low rents and operating costs, which have led to the Company being able to maintain the properties with a total of 316 million SEK.

During the year, the Board has laid down a new document with Bostadsbolaget's long-term goals for the period 2013-2017.

### 2013

The work will continue on integrating different computer systems to make them more efficient and to follow up purchases.

In 2013, the Company will be able to accept electronic invoices from some selected suppliers.

As from the year-end, the Company has a new organisation, which will make it more businesslike and meet the external demands on the Company as an attractive landlord.

The Company will launch a new intranet on which all employees will be able to communicate with each other more efficiently and easily.



## Investing in Gothenburg

Bostadsbolaget works to achieve long-term sustainable property management. From a financial perspective, this means making business decisions to preserve the long-term value of its properties. Resource-efficient administration gives Bostadsbolaget good finances and opportunities for maintenance and development.

The profits generated are generally re-invested in the business. This improves the Company's properties in many ways, both now and for future generations. Healthy buildings improve the quality of life for its tenants and produce attractive housing areas. For many years, Bostadsbolaget has enjoyed a low vacancy rate, which is naturally financially advantageous. A low vacancy rate means few losses and stable finances, with money that can be invested in the business in many ways.

Bostadsbolaget is run with the idea of developing not only its buildings but also of helping the tenants and its personnel to develop, and of being a good actor in society. It is important to manage the Company's resources optimally while also caring for the social and ecological aspects. Bostadsbolaget's employees and suppliers are expected to comply with the business-ethical rules that have been drawn up by the Company as well as the requirements in the environmental area.

The stock of property is distributed across all of Gothenburg's districts and includes apartments as well as car parks, outdoor environments and squares. Keeping these meeting places attractive and in good condition makes life more pleasant for all the people in the area. When an area is well maintained with well-used squares, it is easier for people to meet, which leads to security and wellbeing and makes the area more attractive to live in. Well-run properties and a well-run business mean that the Company will also be viewed as an attractive employer with satisfied employees. This is an additional incentive for our personnel to work in a way that will add value to the Company and its tenants.

### A great contribution to society

Bostadsbolaget's operations affect society in many ways. Many of the goods and services that the Company purchases come from local companies, but, as a non-profit housing company, all purchases are made according to the Public Procurement Act. With its size, the Company is also an employer of many of Gothenburg's inhabitants.

Bostadsbolaget contributes directly and indirectly to the national, county and municipal governments. The largest contributions are the various taxes that the Company and its employees pay. In 2012, the largest categories were:

<b>Taxes and subsidies</b>	<b>SEK millions</b>
General employment tax and social security contributions	-42
Real estate fees and/or tax	-35
Paid income tax for employees	-27
Value Added Tax (outgoing and incoming)	-20
Company tax	-13
Withdrawal tax	-12
Energy tax	-9
Total	-158

### Support to organisations, associations and projects

Another form of economic impact is the funding that Bostadsbolaget pays to organisations and associations as well as to projects it supports. Sponsorship benefits the social and cultural life in our areas, which encourages our tenants to remain, and also attracts new tenants. This support is directed toward associations, organisations and non-profit and public benefit events, and is often directed at youth activities. The Company's sponsorship commitments also mean support to activities that promote a long-term sustainable society. Together with Bostadsbolaget, many of these associations give out Good Friend ('Go kompis') prizes to a member that acted as a good teammate during the year. The purpose of this is to highlight qualities that are not always the ones recognised and appreciated in sport and other recreational activities. In 2012, three young people received the award.

During 2012, Bostadsbolaget's sponsorships included Göteborg International Film Festival, Scandinavia's biggest film festival and one of the biggest public film festivals in the world with approximately 200,000 visitors per year. Bostadsbolaget had its own film showing that focused on the children and was much appreciated. Through discounted tickets, more tenants had the opportunity to watch films from all over the world at the Film Festival and have a good cultural experience.

Redbergslids IK is a handball club dating back to 1916. Today, it has six youth teams and more than 100 young people who train regularly. The club also works actively to provide young people with meaningful holiday activities through its handball schools. Another project is being run for school years four and five, with 300 students from the central schools, to encourage them to exercise more. RIK has had a successful elite team for many years that serves as a role model for the young people in the club.

The non-profit organisation Mentor Sverige aims to provide young people with a belief in the future, including by working against drug abuse and other harmful addictive substances among children and young people. Mentor Sverige works for a society in which young people choose not to use drugs. This is achieved partly by helping parents to handle issues of alcohol, tobacco and drugs and by strengthening the family relationship, and partly through mentorship programmes that build relationships between adults and young people in order to improve their self-esteem.

Gunnilse IS is a football club that was founded in 1950 in Angered. The club has just over 400 members and much of its work is on attitude and conduct. First and foremost the members should be good friends to teammates and others in the club. One evening a week, young people are also offered the opportunity to go to the club for homework help.

The homework help offers support twice a week to a few of the pupils in years eight and nine in the Hammarkullen School. This has resulted in 82 per cent of these students' grades being a pass or higher when they finished year nine in the spring. Bostadsbolaget will continue to support this investment in young people as the Company is convinced that this not only benefits the young people themselves but also all of the housing area in which they

live. The homework help will continue during the academic year 2012/2013 at the Nytorp School to which the whole of the Hammarkullen School has moved.

### **Bostadsbolaget cooperates with organisations and associations**

Culture sponsorship	12%
Sport sponsorship	58%
Civic sponsorship	30%

Bostadsbolaget intends to be an active partner of local associations. The Company's sponsorship also includes support of activities that promote a long-term sustainable society. In 2012, support totalled SEK 0.9 million.

## GRI Index

Since 2009, Bostadsbolaget has been reporting its efforts toward sustainability in accordance with the GRI (Global Reporting Initiative) guidelines, level C. The definitions of the contents of the report are based on the issues that are prioritised internally.

The data and information presented were gathered in 2012, and the report includes all properties that are owned and managed by Bostadsbolaget. No limitations have been made regarding the organisation's financial, environmental and social impact. Comparability with the previous years' sustainability report has not been affected as a result of changes in accounting principles or organisation.

In cases that require quantitative values regarding sustainability efforts, and where Bostadsbolaget reports these, they are deemed to have been reported. In cases in which the report is more qualitative, this is considered to have been partially reported.

The table below contains all core indicators, as well as those additional indicators that Bostadsbolaget has deemed to be relevant.

The sustainability report is part of Bostadsbolaget's annual report and references to pages in the annual report have been marked (AR).

GRI REFERENCES	REPORT	REFERENCE
<b>1. Strategy and analysis</b>		
1.1 Message from the CEO	P R	4
<b>2. Organisation profile</b>		
2.1 Name of organisation	R	4
2.2 Main products, services and trademarks	R	4
2.3 Organisational structure	R	4
2.4 Registered office	R	4
2.5 Countries where the organisation maintains a presence	R	4
2.6 Ownership structure	R	4
2.7 Markets served	R	4
2.8 Organisation size	R	4
2.9 Important organisational changes during the reporting period	R	4
2.10 Awards won by the organisation during the reporting period	R	4
<b>3. Report profile and scope</b>		
3.1 Reporting period	R	5
3.2 Time of most recent reporting	R	5
3.3 Reporting cycle	R	27
3.4 Contact persons	R	5
3.5 Process for preparing the content of the report	P R	5
3.6 Scope of the report	R	5, 27
3.7 Special limitations of the report	R	27
3.8 Basic assumptions for the report that can affect comparability	R	27
3.9 Measuring methods, calculation basis and techniques	P R	5

3.10	Explanation for change in previously stated information	R	5, 27
3.11	Significant changes in scope, limitations and methods of measurement	R	5, 27
3.12	GRI index	R	
<b>4.</b>	<b>Management, undertakings and commitments</b>		
4.1	Company management structure	R	19 (AR), 4
4.2	Position of the chairperson of the board in the organisation	R	19 (AR)
4.3	Number of independent, non-managing board members	R	21 (AR)
4.4	Possibility of submitting recommendations to the board	R	21 (AR)
4.5	Link between remuneration of management and operating profit/loss to the board	R	69 (AR)
4.6	Routines for counteracting conflicts of interest on the board	R	21 (AR)
4.7	Routines for board qualifications	R	21 (AR)
4.8	Principles for financial, community and environmental behaviour	R	5
4.9	Routines and processes to check the CSR work	R	5
4.10	Evaluation of board performance	R	21 (AR)
4.11	The precautionary principle	R	19, 54-55 (AR)
4.12	Joining outside declarations, principles and other initiatives	R	1, 5
4.13	Membership	R	1, 5
4.14	Organisation's stakeholders	R	8
4.15	Methods of identifying stakeholders	R	6
4.16	Communication initiatives	R	6-8
4.17	Important issues that have been communicated to the stakeholders	P R	8
<b>5.</b>	<b>Sustainability management and performance indicators</b>		
<b>EC.</b>	<b>Financial indicators</b>		
EC1 (C)	Direct economic value	P R	61-63 (AR), 4
EC2 (C)	Risks and opportunities that can be attributed to environmental changes	N R	-
EC3 (C)	Pensions and other benefit plans	R	69, 76 (AR)
EC4 (C)	Financial assistance from government entity	R	23
EC5 (A)	Initial salary is lower than the minimum wage	-	N.A.
EC6 (C)	Local suppliers	P R	24
EC7 (C)	Local employment	P R	24
EC8 (C)	Development of community infrastructure and services	R	16, 20-21
<b>EN</b>	<b>Environmental indicators</b>		
EN1 (C)		N R	-
EN2 (C)	Recycled material	N R	-
EN3 (C)	Direct energy consumption	P R	13-15
EN4 (C)	Indirect energy consumption	P R	13-15
EN5 (A)	Energy savings	R	13-15
EN6 (A)	Initiative for energy-efficient products and application	R	13-15
EN7 (A)	Initiative and results of reducing indirect energy consumption	R	13
EN8 (C)	Water consumption and water sources	R	13, 15
EN9 (A)	Water sources that are significantly impacted by	R	13, 15

	consumption		
EN11 (C)	Activities in areas with rich biological diversity	-	N.A.
EN12 (C)	Impact on biological diversity	P R	13
EN16 (C)	Direct and indirect emissions of greenhouse gases	R	13-15
EN17 (C)	Other relevant indirect emissions of greenhouse gases	P R	13-15
EN18 (A)	Reduction in the emission of greenhouse gases	PR	13-15
EN19 (C)	Emissions of substances that break down ozone	N R	-
EN20 (C)	Emissions of NOX, SOX and other substances	N R	-
EN21 (C)	Emissions to water	N R	-
EN22 (C)	Waste weight and management	P R	14
EN23 (C)	Major spills	N R	-
EN26 (C)	Initiatives and results relating to reducing the environmental impact of products	P R	14
EN27 (C)	Percentage of recycled products	N R	-
EN28 (C)	Significant fines and sanctions for environmental crimes	R	5
<b>LA</b>	<b>Employment terms and conditions</b>		
LA1(C)	Personnel force	R	19
LA2(C)	Number of personnel and personnel turnover	R	19
LA4(C)	Percentage of employees covered by collective agreements	R	19
LA5(C)	Provision of information in connection with organisational changes	R	18
LA7(C)	Work-related accidents and illness	R	17-19
LA8(C)	Measures taken to assist employees who are ill	R	17-18
LA10 (C)	Number of hours of training/education per employee	N R	-
LA11 (A)	Programmes for skills development	P R	18
LA12 (A)	Percentage of employees with regular performance review discussions	R	18
LA13 (C)	Diversity indicator for the board, management and employees	R	19
LA14 (C)	Salary ratio between women and men by occupational category	N R	-
<b>HR</b>	<b>Performance indicators for human rights</b>		
HR1 (C)	Investment decisions taking into account human rights	N R	-
HR2 (C)	Suppliers reviewed regarding human rights	P R	21
HR4 (C)	Number of cases of discrimination and measures taken	R	18
HR5 (C)	Activities with a possible risk to the right to organise and/or collective agreements	-	N.A
HR6 (C)	Activities for which child labour may be used and measures taken	-	N.A.
HR7 (C)	Activities for which forced labour may be used and measures taken	-	N.A.
<b>SO</b>	<b>Indicators with results regarding societal issues</b>		
SO1 (C)	Programmes dealing with the impact of organisations on society	R	20-22
SO2 (C)	Business areas deemed to have a risk of, or actual, corruption	R	5
SO3 (C)	Employees who have been taught the organisation's anti-corruption guidelines	R	5
SO4 (C)	Measures taken in cases of corruption	R	5
SO5 (C)	Political positions taken and participation in lobbying	N R	-
SO8 (C)	Fines or sanctions for violating existing laws and	R	5

regulations

<b>PR.</b>	<b>Performance indicators for product responsibility</b>		
PR1 (C)	Phases in the product's life cycle at which health and safety are evaluated	PR	13-14
PR3 (C)	Type of product information and percentage of products with information requirements	NR	-
PR6 (C)	Programmes and adherence to guidelines regarding market communication	PR	7
PR9 (C)	Financial consequences for violations regarding products	R	5

EXPLANATION ABBREVIATIONS – DEGREE OF COMPLIANCE ACCORDING TO GRI

Reported      Partially Reported      Not Reported      Not Applicable

ABBREVIATIONS - MISCELLANEOUS

(C) means a core indicator, (A) means an additional indicator

	<b>Applicability of Report</b>	<b>C</b>	<b>C+</b>	<b>B</b>	<b>B+</b>	<b>A</b>	<b>A+</b>
Standard information	<b>G3 Information on profile</b>	Report: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4 , 4.14 - 4.15	The report is verified by external persons	Report all points for level C and 1.2 3.9 - 3.13 4.5 - 4.13, 4.16 - 4.17	The report is verified by external persons	The same requirements for level B	The report is verified by external persons
	<b>G3 Information on sustainability management</b>	Not required		Information on sustainability management for every indicator category		Information on sustainability management for every indicator category	
	<b>G3 Result indicators &amp; industry-specific result indicators</b>	Report at least ten result indicators and at least one of each of social, financial and environmental influences		Report at least 20 result indicators, and at least one of each of financial effect, environmental impact, human rights, employment conditions, organisation's role in society, product responsibility		Report every core indicator in G3 and every industry-specific* indicator with regard to the materiality principle by either a) showing the indicator information or b) explaining the reasons for not showing them	

\* Industry-specific addition to the final version