The Relationship Bank – our role, responsibility and contribution to society
Financial highlights

- Operating income: SEK 36.9 bn (41.6)
- Profit before credit losses: SEK 12.9 bn (16.4)
- Operating profit: SEK 11.1 bn (4.4)
- Net profit from continuing operations: SEK 8.6 bn (1.9)
- Return on equity, continuing operations: 8.65 per cent (1.89)
- Earnings per share, continuing operations: SEK 3.88 (0.95)
- Proposed dividend: SEK 1.50 (1.00)
- Core Tier I capital ratio*: 12.2 per cent (1.00)
- Tier I capital ratio*: 14.2 per cent (13.9)

* without Basel II transitional floor

Key achievements

- There is growing interest for sustainable products from both institutional clients and private individuals. Assets under management with a socially responsible investment profile rose to SEK 14.9bn (10.2). SEB continued to issue green bonds on behalf of the World Bank. Since inception, a total of USD 1.6bn has been issued.

- SEB’s carbon footprint was reduced by 18 per cent to 38,598 tonnes CO₂. We continued to compensate remaining emissions through investments in verified carbon compensation projects. SEB was one of five companies that received an A rating in the Carbon Disclosure Project’s new Nordic Carbon Performance Leadership Index.

- We continued to support our customers in an uncertain but gradually improving economic environment. This included comprehensive activities in the Baltic countries, aimed at securing a sustainable economic development, today and tomorrow.

- SEB expanded its community engagement, for instance by establishing the Mentor cooperation in Estonia and Latvia, and the SEB Next Generation tennis concept in Norway.

- Sustainability governance was strengthened by appointing dedicated resources in divisions and major markets. We also adopted a new Corporate Sustainability Policy.

- Communication activities were carried out to create awareness among SEB’s employees, customers and the general public.
It is everybody’s business to ensure that the world’s challenges are addressed in a responsible way. At SEB, our aim is to integrate sustainability into everything we do. In doing so, we can capture business opportunities and strengthen relations with our customers and other stakeholders. Ultimately, it is a question of maintaining trust.
Banks have a key role to play

Applying a sustainable perspective
Modern society cannot function without its financial institutions. Banks are at the centre of the credit intermediation process, through our role as lenders, investors, payment and savings providers, and serve as guarantors for sound risk management. This means that financial stability, trust and relationships are crucial success factors for a bank. Banks also have a key role to play in an era of shared responsibility for the common good, given our important role in supporting economic development. Maintaining public trust is vital, and banks can become better at explaining their role in and contribution to society at large.

SEB’s mission is to help people and businesses thrive by providing quality advice and financial resources. Our vision is to be the trusted partner for customers with aspirations. To apply a sustainable perspective in everything we do forms a natural part of our strategy. We know that customers want a financial partner who understands their needs, their business challenges and future ambitions.

In order for SEB to learn, stay updated and become better equipped to serve our customers, we collaborate with the international community. We continue to support the UN Global Compact and work to implement the UN Principles for Responsible Investments. By adopting global initiatives and international codes of conduct, we are able to strengthen our business. Prior to the UN climate summit in Mexico, SEB signed the Cancun Communiqué and participated in a global investor call for action. During the year, we were also active in discussions regarding future governance and voting principles for Equator banks.

We know that customers want a financial partner who understands their needs, their business challenges and future ambitions.

Our work moves forward
Our sustainability work progressed well during 2010, with a focus on business integration and engagement. The total amounts raised for World Bank Green Bonds grew to USD 1.6 bn, and we increased funds managed with a SRI-profile (Socially Responsible Investments) by 46 per cent. We see a growing demand for such products both from private individuals and from the institutional investor community.

A key element in understanding our customers’ business is our work to develop position statements and sector policies for certain industries. These clarify SEB’s views on issues and industries which we believe have a key role in securing sustainable economic growth. Naturally, there are more issues and industries to consider, and we will likely expand our scope in the future.
One of our goals is to reduce our carbon emissions by 45 per cent by 2015, from 2008 levels. We are on track to reach our goal. During 2010, SEB’s total emissions were reduced by 18 per cent, contributing to a 23 per cent reduction compared with 2008. We have switched to green electricity in a number of countries and reduced the amount of paper sent to customers. We see an uptick in business travel, mainly due to our expanding business.

Our sustainability work progressed well during 2010, with a focus on establishing the platform. We are learning every day.

**Business integration – an evolutionary approach**
We know that we do not have all the answers. In our role as a lender and investor, there are difficult questions that need to be addressed. We will learn as we move along.

We want to be the Relationship Bank in our part of the world; understanding customer needs, their unique situations and how they are affected by changes in society. An increased sustainable business perspective will help us strengthen our relationships – to customers, local communities and society at large.

Stockholm, March 2011

[Signature]

Annika Falkengren
President and Chief Executive Officer

**Because it matters**

We engage in corporate sustainability to:
• assist and enable our customers to become more sustainable.
• make lasting and relevant contributions to the communities we serve.
• ensure that SEB continues to be a successful company.
SEB is a leading Nordic financial services group. As a relationship bank, SEB in Sweden and the Baltic countries offers financial advice and a wide range of financial services. In Denmark, Finland, Norway and Germany the bank’s operations have a strong focus on corporate and investment banking based on a full-service offering to corporate and institutional clients. The international nature of SEB’s business is reflected in its presence in some 20 countries worldwide. The Group has about 17,000 employees.

Markets

Operating income
Geographical distribution, per cent

<table>
<thead>
<tr>
<th>Country</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sweden</td>
<td>56</td>
<td>(56)</td>
</tr>
<tr>
<td>Norway</td>
<td>8</td>
<td>(9)</td>
</tr>
<tr>
<td>Germany</td>
<td>8</td>
<td>(8)</td>
</tr>
<tr>
<td>Denmark</td>
<td>8</td>
<td>(7)</td>
</tr>
<tr>
<td>Finland</td>
<td>3</td>
<td>(3)</td>
</tr>
<tr>
<td>Estonia</td>
<td>3</td>
<td>(3)</td>
</tr>
<tr>
<td>Latvia</td>
<td>3</td>
<td>(4)</td>
</tr>
<tr>
<td>Lithuania</td>
<td>4</td>
<td>(4)</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
<td>(6)</td>
</tr>
</tbody>
</table>

SEB’s activities principally embrace customers based in the Nordic and Baltic countries and Germany. Sweden is the single largest market, accounting for more than half of the operating profit in 2010.

1) Excluding centralised treasury operations

Key figures

Return on equity 1)
Per cent
25

Net profit
SEK bn
15

Tier 1 capital ratio 1)
Per cent
15

Dividend
SEK bn
5

1) Peer average
1) Continuing operations
Target: Highest among peers
1) Net profit over a business cycle
Target: at least 7 per cent up to and including 2008, 10 per cent as from 2009, an interim until Basel III effects have been analysed.
1) Target: 40 per cent of net profit per share over a business cycle
1) A dividend of SEK 1.50 per share is proposed for 2010, corresponding to a pay-out ratio of 49 per cent.
SEB’s Customers

Rewarding relationships are the cornerstones of our business. Ever since A O Wallenberg founded SEB in 1856, we have provided financial services to assist our customers in reaching their financial objectives.

2,600
Corporates and institutions
SEB is the leading corporate and investment bank in the Nordic countries, serving large corporations, financial institutions, banks and commercial real estate clients with corporate banking, trading and capital markets and global transaction services. Comprehensive pensions and asset management solutions are also offered.

400,000
SME customers
SEB offers small and medium-sized corporate customers several customized products that were initially developed in co-operation with SEB’s large corporate clients. In addition, numerous services are specifically designed for small companies and entrepreneurs.

4,000,000
Private customers
SEB provides some four million individuals with products and services to meet their financial needs. These include products and services for daily finances, savings, wealth management and life insurance. SEB strives for excellence in customer service and telephone service is available to most of our customers around-the-clock, all-year round – in Sweden in more than 20 languages.

Meeting places and customer interaction 2010

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Branch offices ¹ ²</td>
<td>375</td>
</tr>
<tr>
<td>International branches and representative offices</td>
<td>20</td>
</tr>
<tr>
<td>Automatic bank service machines ³</td>
<td>1,500</td>
</tr>
<tr>
<td>International private banking branches</td>
<td>12</td>
</tr>
<tr>
<td>Card transactions</td>
<td>435 million</td>
</tr>
<tr>
<td>Users of SEB’s Internet bank services ⁴</td>
<td>3.4 million</td>
</tr>
<tr>
<td>Answered no. of telephone calls ⁵</td>
<td>4.6 million</td>
</tr>
</tbody>
</table>

¹ Excl. Retail Germany
² ATMs, machines for cash deposits, transfers and foreign exchange.
³ ATMs
⁴ Internet bank services
⁵ Telephone calls

Number of syndicated loans in the Nordic region 21
Number of equity capital markets transactions in the Nordic region 32
Number of M&A transactions in Sweden 20

SEB’s Business divisions

Merchant Banking – Commercial and investment banking services to large corporate and institutional clients in 17 countries, mainly in the Nordic region and Germany.

Retail Banking – Banking and life insurance services to private individuals and small and medium-sized corporate customers in Sweden as well as card operations in the Nordic countries.

Wealth Management – Asset management, investment management, including mutual funds, and private banking services to institutional clients and high net worth individuals.

Life – Life insurance products for private individuals and corporate customers, mainly in the Nordic and Baltic countries.

Baltic – Banking and life insurance services to private individuals and small and medium-sized corporate customers in Estonia, Latvia and Lithuania.

<table>
<thead>
<tr>
<th>Operating income</th>
<th>Operating profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEK 17,130m (20,052)</td>
<td>SEK 8,498m (11,428)</td>
</tr>
<tr>
<td>SEK 8,569m (9,034)</td>
<td>SEK 2,484m (2,891)</td>
</tr>
<tr>
<td>SEK 4,384m (3,646)</td>
<td>SEK 1,651m (1,142)</td>
</tr>
<tr>
<td>SEK 4,539m (4,425)</td>
<td>SEK 2,202m (2,115)</td>
</tr>
<tr>
<td>SEK 2,846m (3,794)</td>
<td>SEK −121m (−10,363)</td>
</tr>
</tbody>
</table>
Our role in society

Banks are an important part of prosperous societies. Large and small transactions flow through the banking system daily. By providing finance, payments and investment solutions, we at SEB assist households, entrepreneurs and companies in reaching their financial objectives. We are a large buyer of goods and services and our business create direct and indirect employment opportunities. By sharing our specialist knowledge, we empower people to make more informed financial decisions and contribute to better functioning societies. Our resources also support local communities in the markets where we are active.

Learn more at www.sebgroup.com
1. We promote international trade by arranging export finance, by providing secure payments solutions and through foreign exchange services. This helps create employment opportunities and growth, locally and abroad.

2. Working together with national and international organisations, governments and regulators, we take part in shaping an agenda that promotes responsible banking practices.

3. We use our knowledge, time and financial resources to support children and youth development, to promote health, sports and culture in local communities. Our community investments help people and societies grow.

4. By assisting entrepreneurs and small and medium-sized companies we support innovative ideas, company growth and more dynamic, progressing economies.

5. We support people in all phases of life: helping youth finance their studies; enabling people to acquire new homes or save for their pensions; and providing solutions to manage daily finances.

6. By financing industry development and supporting innovative technologies and sustainable business practices, we contribute to sound and healthy, long-term economic growth.
Supporting sound economic growth

Banks have a fundamental role. By providing financing and secure payments, while helping customers manage their savings, banks support economic activity, international trade and financial security. In addition to fulfilling this key intermediary role, a bank must also consider its broad environmental, social and governance responsibility.

SEB is a relationship bank with customers from all parts of society. We provide households with financial solutions tailored to their various needs throughout life; principally savings, loans, payments and pensions. Through loans and raising equity, we support entrepreneurs wishing to develop their business. We facilitate exports by providing solutions that safeguard the interests of both buyers and sellers. In short, we help societies to grow and communities to prosper.

Banks have key responsibilities in contributing to sustainable economic growth, balanced lending and the maintenance of strict ethical business standards.

If we do our work successfully, we create value for both our customers and for society: supporting economic growth, generating direct and indirect employment opportunities, facilitating wealth creation and paying taxes and dividends.

Critical part of the economy

Banks perform critical functions in society, for example by delivering safe storage for deposits and savings and by providing reliable and efficient payment systems. Should the bank’s services be disrupted or, in the worst case, should the bank cease to function this could have serious, even devastating, consequences.

SEB’s market shares highlight the importance of providing undisrupted levels of service to our customers. More than 50 per cent of the largest Nordic companies are SEB customers. In Sweden, our share of outgoing international (SWIFT) payments was 27 per cent in 2010. In Estonia and Lithuania, SEB accounts for nearly 25 and 30 per cent, respectively, of the lending to the general public. In Latvia, the share is 15 per cent.

Given the importance of bank health to economic development, banks are heavily regulated and strictly monitored. The expectations on responsible behaviour by banks are high, and are increasingly taking on a broader perspective. For us, this means meeting the broader needs of all our stakeholders.

The task: inclusive and sustainable economic growth

In the wake of the global financial crisis and the European sovereign debt crisis, eyes have turned to the Nordic economies. From a regional financial crisis in the early 1990s to some of Europe’s strongest economies today, Nordic countries have shown how to restructure banks and repair public finances.

Interest in the Nordics has increased as the world looks for an alternative style of capitalism. The region is known for its strong welfare systems and social equality combined with open, export-oriented economies. Here, one finds a strong commitment to protection of the environment, labour rights and social inclusion.

As SEB sets out to make sustainability an integrated part of its business, its origin is an advantage. The Nordic countries are almost always found at or near the top of international comparisons on competitiveness, which in my view is the result of having a generally sustainable approach throughout these societies; in businesses as well as in the political sphere.

The financial sector has an important task in building a more inclusive and sustainable society, for instance by facilitating access to finance and creating funding for climate projects. The task is formidable but achievable, provided a comprehensive set of issues are addressed and everybody works together.

Klas Eklund
Senior Economist at SEB
Trust is essential

All banks rely on the trust of their customers and the general public, without this a bank simply cannot run its business. At SEB, we strive to maintain trust by abiding to high standards for business conduct, by deploying state-of-the-art systems and processes to secure our customers’ funds and integrity and by always living up to rules and regulations in the markets where we operate.

Addressing broader needs in society

We want to make sure that we remain a sound and strong bank – this is key to be able to support our customer’s ambitions over the long term. We also want to make sure that we understand the issues that are now driving radical transformation of a wide range of industries.

Our direct impact is primarily related to the ecological footprint we make as a services organisation, how we act in relation to our employees and to the standards we set for our business conduct. In our role as a provider of financing and as an investment manager, we have significant indirect impact.

Reducing SEB’s own environmental footprint is a matter of trust and acquiring competence, increasing our scope to provide good advice and solutions to customers. As the relationship bank to large Nordic corporates, we have considerable scope to finance change. We also want to drive change as part of our ownership role and provide financial products and services that promote sustainable development.

Our sustainability agenda has a clear customer focus but naturally does not end there – a broad effort is one that addresses the needs and wishes of all our stakeholders, not least our employees. We want our business to be underpinned by strong ethics and good governance, long-term relationships and committed people.

By creating value for all stakeholders, we can make lasting contributions to society. Not least, it will help us to be a respected and recognised corporate citizen in the markets were we are present.
**SEB’s Corporate Sustainability Strategy**

*Building a sustainable business as a bank means that we must address environmental, social and governance issues in all our business activities. During 2010, we strengthened our ability to manage sustainability and made further progress in our priority areas. Our efforts are based on the corporate sustainability strategy decided upon in late 2009.*

**Short-term ambition (3 years)**

In three years time, sustainability has become a core capability for SEB. Governance, environmental and social aspects are integrated in the way we do business and manage the bank. SEB employees have relevant knowledge within their area of expertise. We have significantly reduced our carbon dioxide emissions (vs. 2008 levels), resource usage and amount of waste. A greater part of our financing and investments are placed in future-oriented, sustainable activities and businesses.

**Long-term ambition (10 years)**

In ten years time, SEB is part of driving the sustainability agenda forward together with customers, policy makers, civil society organisations and other influential actors. Sustainability is integrated into our culture and brand. We understand the key sustainability issues facing our customers and provide relevant financial advice and solutions. We work to maximise our positive contribution and it forms a natural part of our business.

### Eight business priorities

SEB’s sustainability strategy is focused on eight business priorities in three key areas. By focusing our efforts on these priorities, we can contribute to better banking governance and protection of the environment, while enhancing our social contribution.

- **Responsible ownership** – investing money responsibly
  - Ensure that we perform our ownership role responsibly, promoting good business ethics and governance, and displaying good corporate citizenship.

- **Reduction of our environmental footprint** – being gentle to nature
  - Managing our direct environmental impact.

- **Sustainable finance and investments** – driving change through money
  - Together with our customers, reduce the risk for negative social and environmental impact related to our finance and investment activities. Work to increase our and our customers' positive contribution through offering sustainable products and services.

- **A great place to work** – taking good care of our people
  - Being a modern workplace, attracting the right people and providing scope for individual development by making our people feel valued, included and engaged.

- **Access to financial services** – being accessible for all people
  - Promoting equal access to financial services regardless of socio-economic standing, ethnic origin or other factors.

- **Investing in communities** – making people & societies grow
  - Supporting the development of local communities, including support of youth development and the growth of small and medium-sized enterprises.

- **Responsible selling and marketing** – being true & fair to people
  - Assist our customers in reaching their financial objectives. Ensure that our customers understand the consequences of our advice and their overall dealings with us.

- **Tackling financial crime** – protecting people & money
  - Actions to prevent money laundering, fraud and financing of criminal activity.
# Objectives and performance 2010

## Governance responsibility

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Performance</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secure deeper knowledge about our customers to meet their demands in every interaction. Continue our work to make all products and services easy to understand and use and to reduce the levels of risks.</td>
<td>Launched a Group-wide customer excellence program based on customer insights, and with focus on strengthening relations. Invited customers to “How to handle the economic life puzzle” seminars in the Swedish market, to share knowledge on savings and long-term trends. Educated key staff in operational risks and risk handling.</td>
<td>![Performance Status]</td>
</tr>
<tr>
<td>Implement the fraud prevention strategy and educate key staff in the Know Your Customer process. Continue our work with the Financial Coalition against Child Pornography – host ECPAT education. Educate all employees on information security.</td>
<td>Educated branch office staff and risk managers in fraud prevention and Know Your Customer processes. Relevant staff trained in prevention of sexual exploitation of children for commercial purposes. 14,300 staff trained in information security as part of reducing reputational risks.</td>
<td>![Performance Status]</td>
</tr>
<tr>
<td>Establish a governance framework for implementing the UN Principles of Responsible Investments (PRI) across the asset management business. Develop an ownership engagement process.</td>
<td>Updated the ownership policy in line with UN PRI. Engaged (directly and indirectly) with more than 200 portfolio companies on issues related to environmental, social and governance responsibilities.</td>
<td>![Performance Status]</td>
</tr>
</tbody>
</table>

## Environmental responsibility

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Performance</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce our CO₂ emissions (scope 2 and 3) by 20 % (vs. baseline 2008). Establish a governance model for reducing printed customer communications and paper output. Utilize Green IT as a vehicle to become more energy efficient. Distribute targets and KPIs for CO₂ emissions on divisions and countries.</td>
<td>Total scope 2 and 3 emissions reduced by 23 per cent since 2008. 2009 emissions compensated through carbon offsetting investments in solar cookers in China and reforestation of degraded land in Tanzania. Output manager in place, initiative progressed. CO₂ emissions from paper was reduced by 32 per cent. Several improvements regarding customer account statements implemented. The Green IT index improved from 352 to 838 (SEB’s target: 650; average for the financial services industry: 436).</td>
<td>![Performance Status]</td>
</tr>
<tr>
<td>Further integrate E/S/G factors in our business decisions through developing and implementing three sector policies and one position statement. Increase products and offerings with a sustainable profile.</td>
<td>Developed six sector policies and three position statements. Implementation delayed to 2011, due to a more extended development process. Money raised for World Bank Green Bonds grew to USD 1.6bn. Assets under management with a sustainability profile increased by 46 per cent. Introduced a Pink Bond to support cancer research.</td>
<td>![Performance Status]</td>
</tr>
</tbody>
</table>

## Social responsibility

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Performance</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance employer branding and engagement. Align the diversity plan and policy with the current sustainability strategy. Align the compensation structure with requirements of the Swedish Financial Supervisory Authority. Start engaging employees and grow level of pride in our environmental and social work.</td>
<td>Employee survey performed and presented, actions are under way. The diversity plan and policy has been updated. Presented a new remuneration policy. Engagement activities: Quiz and competition on Sustainable Perspectives site, internal Sustainability Day, Ambassador seminar, photo contest within Group Operations &amp; IT, environmental engagements in Latvia and Estonia, running events in Estonia and Germany and cycling marathons in Estonia and Latvia. Some 600 SEB employees were CS Ambassadors at year-end.</td>
<td>![Performance Status]</td>
</tr>
<tr>
<td>Continue to facilitate access to our products and services. Continue to improve financial literacy in our main markets.</td>
<td>Launched a new Internet bank in Estonia, a Swedish customer service on Facebook and apps for iPhone and Androids. Launched an online game to assist entrepreneurs with a foreign background in understanding Swedish codes in doing business. Several books were published by SEB experts.</td>
<td>![Performance Status]</td>
</tr>
<tr>
<td>Harmonise community investments and develop a strategy for SEB’s Social Responsibility. Continue to grow our community engagement and support for youth/children.</td>
<td>The Social Responsibility strategy will be finalised during 2011. The mentorship program was expanded and now comprises youths in Sweden, Germany, Estonia, Latvia and Lithuania. SEB’s Next Generation Tennis concept was brought to Norway and now engages several thousand youths in Sweden, Denmark and Norway. We continued to support SOS Children’s Villages and SEB Charity Fund in Estonia.</td>
<td>![Performance Status]</td>
</tr>
</tbody>
</table>
Objectives 2011

**Governance responsibility**
- Continue to act on customer insights to further improve customer experience and NPS
- Render product & service offering easier to use & understand
- Continue efforts to improve financial literacy among customers.
- Perform a health check on fraud and any risks related to such activity
- Review potential education need to raise awareness among employees.
- Increase focus on ESG aspects to support engagement and investment analysis
- Deeper engagement with portfolio companies on ESG issues.

**Environmental responsibility**
- Reduce CO₂ emissions by 25% from 2008
- Action plan to reduce emissions related to business travel
- Evaluate pilot green branch offices
- Reduce energy consumption
- Improved water and waste management
- Implement sector policies and position statements
- Increase share of sustainable financing, investments and other savings products
- Develop two new sector policies and/or position statements.

**Social responsibility**
- Improve employee engagement
- Clarify employee value proposition
- Develop action plan on result of VOICE employee survey.
- New initiatives to further facilitate accessibility of, and availability to, SEB’s services, based on customer insights.
- Harmonize community investments and social partnerships
- Further develop cooperation with Mentor
- Decide upon applicable key performance indicators to track progress.
Stakeholder dialogue and engagement

The results from our stakeholder assessment in 2009 still guide our work. In late 2010, we performed a meta analysis of more than 60 existing stakeholder surveys conducted during the year. We are moving in the right direction and focus on material issues. We aim for open dialogue and transparency and intend to engage all stakeholders, starting from within.

All parts of society can help mitigate environmental and social challenges. By listening to our stakeholders we can better understand emerging trends and material issues, and how to prioritise among them. The insights we receive help us define our agenda and focus our work.

Material issues
A key concern for many stakeholder groups is for SEB to display high ethical standards and risk awareness in all situations. In the 2009 survey, SEB was asked to take a stand on environmental issues and to manifest commitment by action. Implementing the Principles for Responsible Investment was a key concern for large corporates. Private individuals asked for a broader offering of responsible investments and green products. Investors and suppliers wanted SEB to clearly show how we can contribute to society: by supporting socially disadvantaged groups and helping to improve financial literacy. Among our employees, the general awareness of SEB’s work was low. Diversity and a clear commitment to society were key issues. All of the above is still valid.

Closing the communication gap
To meet the need for increased and more focused communication, we worked to establish a better online presence during 2010. Our aim was to shift focus from reporting to broader communication. The majority of our existing web channels now comprise information on our ambitions, we have a presence in selected social media channels and arrange events and seminars. We will continue to improve transparency during 2011.

To address employee needs we re-launched our internal Sustainability Portal and launched a specific microsite on our environmental engagement. Our social media site Sustainable Perspectives was launched in September, targeting employees, customers, students and the general public. It has been appreciated for acknowledging the issues in a pedagogical and fun way, and for including stories outside SEB’s own work.

Engaging people
We intend to enhance our stakeholder dialogue and engagement during 2011. We aim for broad engagement – of customers, suppliers, shareholders and the general public. It is also crucial to increase our efforts among our leaders and employees.

During 2010, we reviewed our vision, mission and core values in workshops with our employees, and also performed an employee insight survey. The latter now serves as the platform for developing our new global employer branding strategy and value proposition. It will be finalised and implemented during 2011. We also arranged seminars and workshops on culture and core values among our Baltic employees. The purpose was to establish a new common foundation after the crisis. The motivation and spirit is high with a distinct will to continue attending to customers needs.

Sustainable Perspectives – an awareness tool
To increase awareness about sustainability both among SEB staff and external stakeholders, we launched the social media site www.sebgroup.com/sustainableperspectives in 2010. By year-end, 2,000 people had concluded the Quiz on the site.

Increasing employee engagement
To inform and educate SEB employees on sustainability and what it means for SEB is a high priority for us. We do this through the Sustainability Portal on our intranet, through our social media and campaign sites, through targeted events and tailored training.
Sustainability Day in Rissne, Stockholm

To create awareness and inform about SEB’s corporate sustainability activities, we held a Sustainability Day at our largest site in Rissne, where some 3,000 SEB employees from Group Operations & IT work. It was arranged as a fair, with breakfast and lunch seminars and participation from SEB’s partners ECPAT, Mentor and WWF. Employees could learn more about how to cut carbon emissions, for example through a “You are what you consume” exhibition.

Later in the year, Group Operations & IT arranged a photo competition, inviting staff to share their best sustainability ideas by way of a photo. One team in Riga wanted to emphasise how important the sustainability work was – they were all Corporate Sustainability Ambassadors and called for other SEB employees to follow their example.

Stakeholder views

<table>
<thead>
<tr>
<th>Why is sustainability important for a bank?</th>
<th>What is your view on SEB’s sustainability efforts?</th>
<th>What are the key issues for SEB to consider?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Annika Andersson</strong>&lt;br&gt;Head of Corporate Governance &amp; Information&lt;br&gt;Fourth Swedish National Pension Fund&lt;br&gt;</td>
<td>Banks fulfill important functions in society and are in a position to promote sustainable development. A bank can make a positive impact both through own work and through its relations, not least demonstrating to clients and suppliers that sustainability is important.&lt;br&gt;</td>
<td>Establishing sustainability targets for different areas within the bank and following up on them is important. It is positive that SEB provides information about its work, including relevant performance indicators. We would also appreciate more target-related reporting.&lt;br&gt;</td>
</tr>
<tr>
<td><strong>Teemu Purho</strong>&lt;br&gt;General Manager&lt;br&gt; Finnish Tennis Association&lt;br&gt;</td>
<td>Consumers rely on the skills of banks in managing their resources, and therefore economic, ecological and social sustainability are important factors in choosing the bank.&lt;br&gt;</td>
<td>In Finland, SEB facilitates high-quality tennis activity for young people. SEB is a stable, long-term partner and a major player in Finnish tennis development.&lt;br&gt;</td>
</tr>
<tr>
<td><strong>Roine Morin</strong>&lt;br&gt;Environmental Director&lt;br&gt; Södra Skogsägarna, Sweden&lt;br&gt;</td>
<td>Banks have an important role in sustainability, by contributing to the realisation of projects with an effective resource utilisation.&lt;br&gt;</td>
<td>SEB acknowledges that not only manufacturing companies can influence environmental matters. SEB can use its influence not least in the social area.&lt;br&gt;</td>
</tr>
<tr>
<td><strong>Karin Jordås</strong>&lt;br&gt;Secretary General&lt;br&gt; Mentor Sweden&lt;br&gt;</td>
<td>To demonstrate commitment to the outside world, and to create pride among employees. To act responsibly towards current and future employees.&lt;br&gt;</td>
<td>SEB’s cooperation with Mentor is unique due to the amount of own activities within SEB and due to the involvement from senior management.&lt;br&gt;</td>
</tr>
<tr>
<td><strong>Håkan Wirtén</strong>&lt;br&gt;Secretary General&lt;br&gt; WWF, Sweden&lt;br&gt;</td>
<td>We are today over-consuming our resources and the sooner society embraces sustainability, the better. As a provider of credit and investments, banks are important actors. Banks face risks if they lag behind in understanding and preparing for a sustainable society.&lt;br&gt;</td>
<td>SEB pursues a systematic sustainability effort and seems to push it through to all areas of operation. Investment criteria, sector policies, reduced carbon dioxide emissions and sustainable banking products are examples of good initiatives.&lt;br&gt;</td>
</tr>
</tbody>
</table>
A question of both risk and opportunity

Environmental and social factors can present both risks and opportunities to our customers, to other stakeholders and to SEB. Understanding the potential financial consequences of business decisions and how they affect shareholder value over time is fundamental. That is why we are gradually incorporating relevant sustainability aspects into all of our business decisions.

Understanding the larger trends and changes in society and what impact they have on our customers and on SEB is crucial to our business. Evaluating and managing opportunities and risk is a core activity in a financial institution and therefore fundamental to long-term profitability and stability. How we manage risk affects our customers, ourselves and ultimately society at large.

The provision of financial solutions and products to our customers means we assume numerous risks, of which credit risk is the most significant. Other risks include market risk, liquidity risk, business risk, insurance risk and operational risk. Environmental, social and governance aspects can have an impact on all of these risks.

Conservative approach, robust framework

Our business success is directly related to our ability to understand our customer’s situation and needs and to evaluate, manage and price the opportunities and risks that we encounter. In order to always be there for our customers, and to meet unforeseen events, we need to maintain adequate capitalisation and liquidity. SEB has a conservative approach and maintains capital resources and a funding and liquidity position to match. With a reported core Tier 1 capital ratio of 12.2 per cent (11.7) at year-end, SEB belongs to the group of Europe’s best-capitalised banks.

SEB applies a robust framework for its risk management and have long since established independent risk control, credit analysis and credit approval functions supported by a toolbox of advanced internal models. Board supervision, an explicit decision-making structure, a high level of risk awareness among staff, common definitions and principles, controlled risk-taking within established limits and a high degree of transparency in external disclosures are the cornerstones of SEB’s risk and capital management.

Operational risks are related to internal factors such as non-functioning processes, erroneous systems or poor staffing. At SEB, we possess experience and expertise in operational risk management, including incident reporting, operational loss reporting, capital modelling and quality assessment of processes. As the only Nordic bank, SEB has had regulatory approval since 2008 to use the Advanced Measurement Approach (AMA) to calculate the capital requirement for operational risk.

Addressing broader risks and opportunities

The overriding principle of SEB’s credit granting is the consideration of the customer’s needs and repayment ability. At SEB risk assessment relies on expert judgment that seeks to incorporate all relevant knowledge. Therefore, environmental aspects have been formally included since 1997. In 2004, the perspective was broadened to specifically include social aspects such as human rights, international labour standards and reputational risks. In 2010, the credit policy was amended to reflect SEB’s new corporate sustainability strategy with an increased emphasis on opportunities as well as risks related to environmental, social and governance aspects.

There are numerous challenges on the way to building a more inclusive and sustainable society. But the risks related to climate change, resource scarcity and social imbalances also provide business opportunities for our customers and for SEB. As an example, climate change may have direct physical impact on communities and habitats as well as on loans and investment portfolios. Mitigating the direct and indirect risks with an increased focus on resources efficiency, renewable energy and innovative technology is expected to provide ample business opportunities.

By increasing our knowledge and integrating sustainability into our business decisions we can be prepared for seizing opportunities, financing new innovations and technology change and providing investments that can be vital to the resilience of society.

Going forward, the implementation of three position statements and six policies for certain industries will serve as a guide for an active future-oriented, dialogue with our customers and for our business decisions (see page 16).

Project financing and Private Public Partnerships

There are various ways in which a financial institution can support new technology and the build-up of new infrastructure in society. One example is large infrastructure projects, which are typically complex, long term and entail inherent social and environmental risks. That is why SEB applies the Equator Principles (EP) to ensure that the projects we finance address all relevant social and environmental issues in a responsible manner.

The Principles are a voluntary set of standards developed by private sector banks and based on the International Finance Corporation’s Performance Standards and the World Bank Group’s Environment, Health and Safety guidelines. SEB was the first Nordic bank to adopt the Principles in 2007. We have put in place consistent internal policies and processes and report publicly on EP transactions.

SEB is also involved in several Private Public Partnerships, financing the construction of motorways, hospitals or schools, mainly in the UK but also in Denmark and Sweden.

Mitigating risks through sustainable sourcing

Naturally, supply chain management is an integral part of our business. Our aim is, at a minimum, to ensure that SEB is not exposed to risks associated with purchasing from an organisation with poor standards. As an example, SEB has no tolerance for bribery and corruption. We seek to engage in deeper collaboration with our suppliers in order to improve both our own and our suppliers’ sustainability performance.

During 2010, our standard supplier agreement was updated to include more emphasis on the environmental, social, and governance aspects of sustainability. Our aim for 2011 is to establish a Group-wide programme that addresses sustainability in all our supplier relations, serving as the umbrella framework for ongoing sustainability activities affecting suppliers.

A value chain perspective

We want to work together with customers, suppliers and other business partners to continuously improve our procedures and business practices. Sourcing, financing and investment decisions will increasingly reflect our views on sustainability issues.
**Sector policies and position statements**

*Our ambition is to become a better partner to our customers. We also want to demonstrate a clear commitment to sustainable business practices. To learn more and encourage progress among our customers and portfolio companies, we have developed position statements and policies for certain industry sectors. They are to serve as tools for a proactive customer dialogue on sustainability.*

During 2010, all business divisions within SEB have been involved in developing position statements (Climate Change, Freshwater, Child Labour) and industry sector policies (Arms and Defence, Forestry, Fossil Fuels, Mining and Metals, Renewable Energy, Shipping). They are to be applied in daily activities.

The policies highlight relevant international conventions, guidelines and standards that we wish the companies we do business with to adhere to. The primary objective is to establish a common framework for a proactive and future-oriented dialogue with our customers. Our focus is on business opportunity, risk mitigation and risk management.

The development process has in itself provided valuable learning experience and we have gained important insight. A step-by-step implementation will begin during 2011, starting with large corporate customers. It is vital to have a thorough understanding of relevant sustainability issues and staff training will be an important part of the implementation process.

**Key stakeholders involved**

The development process has involved consultation with our stakeholders, including non-governmental organisations and large corporate customers in the Nordic and Baltic countries and Germany. The reactions span broadly. The versions to be implemented represent a moderate baseline that is likely to be further developed over time.

Many of our large customers have already assumed sustainable business practices and some are themselves setting the standard in their respective industries. We anticipate that the policies can be helpful for many of our small and medium-sized corporate customers in developing their sustainable business practices.

**Focus on collaboration**

We want to work together with our customers and portfolio companies towards improved business practices. The policies and statements are intended to provide a framework and will form an integrated part of the ongoing customer dialogue. We focus initially on our relationships with large corporate customers, for which we have at least yearly business reviews. For new large corporate customers, policies and statements will apply automatically. We will gradually include small and medium-sized companies.

**To be applied broadly**

The policies and statements will apply to all markets where SEB operates. Applicable financial services include corporate finance, corporate lending, debt capital markets activities, life insurance, project finance and related advisory work. The policies will also apply to SEB-branded investment funds and investment products. During 2011, we aim to develop two new sector policies and/or position statements.

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**SEB’s credit portfolio 2010**

<table>
<thead>
<tr>
<th>Sector</th>
<th>Credit as a %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households 1</td>
<td>29.9%</td>
</tr>
<tr>
<td>Property management 2</td>
<td>14.5%</td>
</tr>
<tr>
<td>Banks</td>
<td>12.1%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>11.3%</td>
</tr>
<tr>
<td>Business and household services</td>
<td>7.1%</td>
</tr>
<tr>
<td>Finance and insurance</td>
<td>5.0%</td>
</tr>
<tr>
<td>Transportation and shipping 3</td>
<td>4.6%</td>
</tr>
<tr>
<td>Public Administration</td>
<td>4.4%</td>
</tr>
<tr>
<td>Wholesale and retail</td>
<td>3.6%</td>
</tr>
<tr>
<td>Electricity, gas and water supply</td>
<td>2.7%</td>
</tr>
<tr>
<td>Other 4</td>
<td>4.8%</td>
</tr>
</tbody>
</table>

1. Household mortgage 23.6%, Other 6.3%
2. Commercial real estate 8.0%, Multi-family property 6.5%
3. Transportation 2.4%, Shipping 2.2%
4. Construction 1.2%, Mining and quarrying 1.0%, Agriculture, forestry and fishing 0.5%, Other 2.2%

*By encouraging a discussion on corporate responsibility, and by committing itself to a greater knowledge about sustainability aspects affecting its customers, we believe SEB has taken an important step in furthering the dialogue between banks and industry. This will facilitate future work in assessing projects and companies on sustainability merits.*

Catharina Nordeman
Director Group Environment, Health, Safety and Quality
Boliden
Sustainability governance

We strengthened sustainability governance in several ways during 2010. Dedicated corporate sustainability coordinators were appointed to all business divisions and SEB’s German operation. We adopted a new Corporate Sustainability Policy and adjusted relevant policies accordingly, including our Credit Policy. All our business dealings are guided by SEB’s Code of Business Conduct.

The Board of Directors is responsible for safeguarding the delivery of our Corporate Sustainability (CS) Strategy. Depending on the issue at hand, matters are dealt with by the Board or by any of its established committees: the Risk and Capital Committee; the Audit and Compliance Committee and the Remuneration and Human Resources Committee. Chairman of the Board is Marcus Wallenberg.

Group Executive Committee
The Group Executive Committee (GEC), with thirteen members, oversees the development and implementation of the CS Strategy within SEB. The GEC deals with, among other things, matters of common concern to several divisions, strategic issues, business plans, financial forecasts and reports.

Corporate Sustainability Committee
The Corporate Sustainability Committee in SEB is an operational steering group responsible for coordination, anchoring and implementation of the corporate sustainability strategy and action plan. The Committee is chaired by Bo Magnusson, the deputy President, CEO and Head of Business Support, and it has 14 members, representing senior management from all business divisions, support functions and the most important group staff functions.

At SEB, each business division and support function is responsible for delivering on our eight sustainable business priorities. During 2010, the Bank’s Senior Economist was added to the committee.

Group Corporate Sustainability
On the operational level, the Group Corporate Sustainability (GCS) function is responsible for delivering the sustainability strategy and for reaching agreed targets on the corporate level. This means that GCS has the overall responsibility to monitor progress and to support Group entities in their work on the eight business priorities. GCS is also responsible for engaging with SEB’s internal and external stakeholders on sustainability issues.

The function has three staff members: the Head of Group Corporate Sustainability, an Environmental Manager and a CS Communications and Reporting Manager.

Governance highlights 2010
To assist in integrating sustainability into business divisions, sustainability coordinators were appointed to all divisions and to SEB’s German operation. A new Corporate Sustainability Policy was adopted and a number of policies were adjusted accordingly, including the Credit Policy.

Remuneration philosophy
SEB has established a remuneration policy which applies to all employees. The policy is based on a clear remuneration strategy. It promotes an internal culture that long-term steers in the benefit of the customers and thus over time will give the Bank’s shareholders the best return. The competence and commitment of SEB’s employees are crucial to the Bank’s development. The remuneration system also reflects sound risk management by taking into account the cost of capital employed and liquidity required.

In SEB it is important that the remuneration is competitive in the markets and segments where the Bank operates in order to motivate high performing employees. This is the basis for a remuneration structure based upon three major components:

• Base pay
• Variable pay – short-term cash-based compensation and long-term equity-based compensation
• Pension and other benefits.

SEB adheres to the new Swedish regulatory framework for remuneration within the financial sector. Our remuneration report is available on the website.

www.sebgroup.com
Making an effort

Through our customer relations and daily business we help build strong societies. Some of these dealings have a more distinct sustainable profile than others. They include community initiatives, “green” financings, Equator Principles (EP) transactions and financings for Public Private Partnerships (PPPs). Here are 21 highlights.

1. Windpower in the Baltic countries
SEB is a major provider of sustainable finance in the Baltic countries. In 2010, SEB financed approximately one-third of the installed wind power capacity in Estonia, Latvia and Lithuania.

2. Danish National Archives (PPP)
SEB was sole lender to the consortium that won the concession for the design, construction, financing and operation of new Danish National Archives in Copenhagen. The purpose is to ensure permanent and adequate storage facilities for existing and future national records.

3. Municipal energy plants
SEB is financing the build-up of two municipal energy plants in Porvoo and Oulu. The CHP plants will utilise biofuels (Porvoon Energia) and waste (Oulu Energia) to produce enough energy to support +30,000 households.

4. Borkum West II wind park (EP)
SEB participates in the financing of the Borkum West II offshore wind park. It is the largest wind energy project in the German North Sea and the first municipal offshore wind farm in Europe, including 34 municipal sponsors. The total capacity of the 40 wind turbines is 200 MW, providing green electricity to 200,000 households.

5. “Dreams come true”
In 2010, SEB sponsored the televised Lithuanian children charity event “Dreams come true” for the eighth year. It raised a total of LIT 1.5m (SEK 3.9 m) to be used for dental care and reading tools for children in need.

6. Connecting energy markets (EP)
SEB has provided finance to a submarine and subsoil link called the ‘East-West Interconnector’, linking the electricity grids of Ireland and Britain. It is due to be completed in 2012.
In 2010, the solar energy company REC opened its new manufacturing facility in Singapore, thus far the largest clean energy investment in Singapore. SEB has supported REC in raising NOK 14 billion in a combination of debt and equity.

SEB's first carbon offset project was to provide solar cookers to households in the rural Ningxia Hui region in the northwest of China.

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Managing a responsible, customer-focused business

2010 was a year of progress for SEB’s governance responsibility. We focused on customers and the customer experience, on reducing financial crime risk and on our role as an owner.

Responsible selling and marketing
We are continuing our work to become a truly customer-oriented bank. An important tool is SEB Way, a Group-wide programme that streamlines processes and increases quality so that resources and time can be used for meeting customer needs and for generating new business. During 2010, a Group-wide initiative focusing on improving the customer experience was launched. As part of this, and based on in-depth customer interviews, we have started to redesign our processes, beginning with mortgage lending and corporate retail lending in our Swedish operations.

Increased regulatory scrutiny require banks to more closely monitor a broad range of products to identify non-compliance issues and record activities. To address this ongoing challenge, we have implemented a comprehensive “Compliance Eye” system and routines in our investment banking business, in order to comply with the brokerage rules and regulations such as MAD (Market Abuse Directive).

Much effort has gone into validating and strengthening risk management processes during the year. One example is the “Go Safer Globally” programme within Group Operations & IT. As part of this programme, some 1,300 staff underwent operational risk management training. Tracking incidents is crucial to address faulty processes or behaviour. Our incident reporting system, ORMIS, captured nearly 30,000 incidents in 2010.

As one of the first banks, SEB made available direct debit products with Single Euro Payments Area (SEPA) functionality. To ensure that all relevant SEB functions are involved in the interpretation of international payments regulations, we established a Payment Compliance Interpretation Council.

Tackling financial crime
We strive to do everything in our power to prevent money laundering, fraud and financing of criminal activity. These activities can have a potentially devastating effect on our customers and other stakeholders, on our business performance, and on society at large.

Our main focus during 2010 was to implement the new Fraud Prevention Strategy, which was introduced in 2009. This included training of an additional 1,000 staff in the Swedish, German and Baltic retail division, as part of mandatory site security reviews.

For the first time, SEB in Sweden experienced zero robberies. Overall, SEB was exposed to three robberies. The safe introduction of the euro in Estonia was a key security priority during the year.

Responsible ownership
Performing our ownership role responsibly, promoting good business ethics and governance and displaying good corporate citizenship is vital.

In 2010, we participated in 21 election committees and exercised our voting rights at 45 Annual General Meetings. We engaged in ownership dialogue (directly and indirectly) with over 200 portfolio companies. We also updated our Ownership Policy to include a section on responsible investments and amended our Policy for Responsible Investments to reflect the fact that SEB, in addition to consulting external expertise, also has own in-house capacities to support the implementation of the Principles for Responsible Investments in the investment management business. Prior to the Climate Conference in Cancun, SEB and 258 global investors published a call for action to world leaders.

Ownership dialogues high on the agenda
Anette Andersson manages some SEK 2.7 billion in two SEB funds with a socially responsible investment profile. Meeting with portfolio companies to discuss sustainability issues forms an important part of her job.

“Addressing sustainability is becoming increasingly important for asset managers and aligns the broader interests of society with the interests of SEB and our customers,” she says. “The main benefit is that it leads to increased environmental and social responsibilities among our portfolio companies.”

The financial reasons are also compelling. “Since we believe that structured sustainability work in our portfolio companies leads to long-term value creation, it should ultimately improve financial returns for our customers.”

Anette Andersson
Portfolio Manager, Investment Management

“Structured sustainability work in our portfolio companies is a good thing for our customers, for society and for SEB.”
Saving money for tomorrow should not preclude living the good life today. This was the theme of the “Savings Days 2010” campaign, where 2,000 Swedish SEB customers met with SEB experts and invited guests in five inspiring events. The purpose was to raise customer awareness about long-term savings and share our knowledge.

Early success for coalition against child pornography

SEB has taken an active stance to prevent and obstruct payments for child pornography through the Swedish financial system and is a member of the Swedish Financial Coalition against Child Pornography. In 2010, relevant business units and support functions within SEB received crime detection training from the coalition partner ECPAT. ECPAT’s mission is to end child prostitution, child pornography and trafficking of children for sexual purposes.

According to the Swedish Police, the coalition and similar international initiatives have been a constructive force in reducing the commercial viability of sexual exploitation of children via the Internet. The Swedish coalition is investigating possibilities to set up similar coalitions in the Baltic countries, starting in Estonia.

www.finanskoalitionen.se

SEB uses the Net Promoter Score (NPS) tool to monitor customer satisfaction on a daily basis. Across our Retail and Private Banking units in Sweden, Estonia, Latvia and Lithuania, we performed more than 135,000 customer interviews during 2010. Tracking customer satisfaction forms an important part in performance follow-up and target setting.

Responsible lending

We always base our credit approvals on the repayment capacity of our customers. Swedish mortgage customers must therefore be able to meet significantly higher interest rates than today’s levels. SEB adheres to the 85 per cent national leverage ratio regulations; in addition, SEB customers generally cannot borrow more than five times the household income. If the customer has a leverage ratio above 70 per cent, SEB recommends annual amortisations of 2 per cent. 75 per cent of Swedish mortgage customers have a leverage ratio of below 50 per cent.

Battling card fraud

To reduce card fraud, we have implemented various new systems and routines in recent years, resulting in an encouraging outcome. Card fraud costs were reduced by SEK 31 m in 2009 and a further SEK 46 m in 2010.

Doing things right

During 2010, more than 500 employees within SEB’s Wealth division took part in a training programme aimed at improving customer quality. The Vision Zero project focuses on improving processes and controls, clarifying roles and responsibilities and increasing knowledge about operational risk. Training is mandatory for all staff within the division. By creating a common knowledge platform in the areas of Operational Risk management, Legal and Compliance, we provide the tools for doing the job right from the beginning, thus leading to fewer mistakes and improved customer satisfaction.
As a bank we must be flexible, seeking to find solutions tailored to the needs of our customers. This is equally true in both good times and bad. SEB was one of the first banks to warn about overheating in the Baltic countries. We decided early on that a crisis had to be dealt with in the most responsible way possible, and that we would like to exit the crisis as the most respected bank.

One of our priorities was to seek solutions with our private customers that would enable them to stay in their residential homes. I am proud to say that we have done a lot to support our customers, both during the crisis and throughout the subsequent economic recovery.

Ainārs Ozols  
Head of SEB Latvia
As early as 2007, SEB established a unit for problem loans in the Baltic countries. Among other things, the unit has analysed all Baltic credits and assessed the portfolio of loans to commercial properties and homes.

Throughout this process, we have been committed to working together with our customers to find common ground and viable solutions.

In public campaigns such as the one from Lithuania to the right, SEB has sought to connect with private customers who consider their mortgage to be a burden, but lack the courage to ask the bank for a grace period. By amending amortisation requirements, offering to capitalise interest payments and adjusting our margin requirements, we managed to sort out the situation for hundreds of customers.

Today, the vast majority – approximately 90 per cent – of our home mortgage customers in the Baltic countries are making payments on their loans.
Adressing our direct and indirect environmental impact

During 2010, we continued our work to reduce SEB’s direct environmental impact as well as offer possibilities for our customers to enhance their contributions. SEB’s own CO₂ emissions were reduced by 18 per cent.

Reducing our environmental footprint
SEB’s goal is to reduce CO₂ emissions by 25 per cent by 2011 and by 45 per cent by 2015, compared with the 2008 baseline. This is to be achieved by reducing emissions from energy consumption, paper consumption, business travel and company cars. Expanding the use of renewable energy sources, changing travelling patterns and improving energy and resource efficiency throughout SEB are among actions undertaken.

Our total CO₂ emissions were reduced by 18 per cent to 38,598 tonnes (47,320) in 2010. The major source for reductions was the switch to green electricity in Germany, Estonia and Finland. We also reduced emissions from paper and company cars.

CO₂ emissions from business travel rose by more than 30 per cent in 2010, due to the rebound in business activity. This is a concern for us. To counter this trend, and supported by our new travel policy adopted in 2010, we have launched an initiative aimed at increasing the number of travel-free meetings and using more environment-friendly travel options. One challenge is the international growth ambitions we have for our Merchant Banking and Wealth Management divisions, whose business activities are particularly travel intensive.

We made substantial progress in Green IT during the year. We now re-use heat generated in our Swedish computer centres and have introduced numerous other measures, including hot and cold aisles. We are implementing double-sided printing as a Group standard and have increased video conferencing by more than 20 per cent.

Sustainable finance and investments
We want to work together with our customers to reduce the risk for negative social and environmental impact related to our finance and investment activities.

One of our most important projects during the year was the development of position statements and industry sector policies, see page 16. Further funds were raised for World Bank Green Bonds, originally developed by SEB in close cooperation with the World Bank. Since the inaugural issue in 2008, SEB has assisted in issuing USD 1.6 billion in Green Bonds. These bonds fund investments in developing countries designed to mitigate climate change or help people and communities adapt to it. SEB also assisted the World Bank affiliate IFC, the International Finance Corporation, in issuing its first green bond.

We supported a wide range of projects targeting sustainable development, both in our on-going business and in our project finance activities. Ten financings were reported under the Equator Principles framework. We also continued to offer rebated financing in Sweden for buyers of green cars, i.e. the Green Car Loan.

Energy (CO₂ emissions) | Paper (CO₂ emissions) | Business travel (CO₂ emissions)
---|---|---
-39 % | -32 % | +35 %

2010: 17,545 t CO₂ | 2010: 2,115 t CO₂ | 2010: 15,196 t CO₂
2009: 28,979 t CO₂ | 2009: 3,121 t CO₂ | 2009: 11,280 t CO₂

-23% CO₂ emissions vs. 2008

We gradually improve our ability to capture all our footprint. This explains why our indicators for energy consumption, water consumption and waste generation rose during the year. Also, for a period of time and due to the move of office premises in Denmark and Lithuania, we have maintained more office space than needed.

Money raised for World Bank Green Bonds since inception

$ 1.6 bn
Customers don’t want paper!

Every year, SEB distributes 500 tonnes of paper to customers in the form of account statements, transaction reports and agreements. Fredrik Nilson, SEB’s Output Manager, was appointed in 2010 and is charged with reducing this number significantly. “By increasing the use of digital distribution, applying two-sided printing and collating several dispatches to one, we have already come some ways. But we have much more to do.”

In 2010, SEB’s Life division reduced paper consumption by 10 tonnes by using two-sided printing for its half-yearly statements.

Responsible investments on the rise

SEB manages 12 funds with a socially responsible investment profile. Assets under management in these funds rose by 46 per cent in 2010.

Carbon offsetting 2010

SEB’s work to reduce our environmental footprint is based on our own reductions combined with carbon offsetting. We offset our remaining CO₂ emissions through purchasing certified emissions reductions from projects under the Kyoto Protocol’s Clean Development Mechanism or emissions reductions verified to the Voluntary Carbon Standard, VCS.

SEB invested SEK 10 million in carbon compensation in 2010, to offset the 2009 emissions of 47,320 tonnes CO₂. We invested in two projects: the reforestation of degraded land in Tanzania and the provision of solar cookers to the rural Ningxia Hui region in China.

Green offices at SEB

We continuously seek to improve the environmental performance of our premises. Work to establish a green office standard in Sweden, for both retail branches and main buildings, has been initiated. In 2010, SEB Finland was awarded the WWF Green Office certification, in recognition of the many actions taken there. We also moved to new, more environmentally-friendly buildings in Copenhagen, Denmark and Vilnius, Lithuania, the latter contributing to an annual CO₂ saving of some 130 tonnes.

Company cars (CO₂ emissions)  Water (consumption)  Waste (generation)

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO₂ emissions</td>
<td>3,742 t</td>
<td>3,940 t</td>
<td>-5%</td>
</tr>
<tr>
<td>Water consumption</td>
<td>150,058 m³</td>
<td>147,628 m³</td>
<td>+2%</td>
</tr>
<tr>
<td>Waste generation</td>
<td>1,745 tonnes</td>
<td>1,710 tonnes</td>
<td>+2%</td>
</tr>
</tbody>
</table>
Since we issued the first World Bank Green Bonds in 2008, investors have become increasingly interested. These bonds are now part of numerous institutional investor portfolios, principally in the US and the Nordic countries. The bonds are available in 16 different currencies, and this has contributed to the strong demand.

We have learnt that Green Bonds, in which raised funds target sustainable development in World Bank customer countries, must match other capital markets products in terms of pricing. Green bond issuers cannot expect to fund themselves cheaper, just because funds are directed at worthwhile causes.

However, there is a considerable ‘feel good-factor’. Knowing that Green Bonds actually make a difference to people and communities is important to investors and their stakeholders.

The best part of my job is the positive feedback I get from customers and colleagues. It makes you realise that working with financial services you can also be part of creating a better society.

Christopher Flensborg
Head of sustainable products and product development, Merchant Banking

Great to see that finance can make a difference
The capital markets are playing an increasing role in mobilizing funds from the private sector to finance projects that mitigate climate change and help countries adapt to its effects. The challenge is to design products that meet investor preferences and needs.

Working closely with SEB and investors, the World Bank designed World Bank Green Bonds – a high grade fixed income asset that allows investors to support these types of activities and be part of the solution.

We appreciate SEB’s entrepreneurship and collaboration in developing this product for its clients.

Doris Herrera-Pol
Global Head of Capital Markets, The World Bank
Focus on knowledge, people and communities

We are committed to contributing to the economic and social development in the communities where we operate. We work to improve banking access and financial literacy, engaging and developing our staff, and supporting entrepreneurs, children and youth.

A great place to work
To make sure that we understand the needs of our customers and provide them with good advice and appropriate financial solutions, we need to employ highly skilled people and shape the workplace so that it brings out the best in every individual. SEB strives to be a preferred employer among young professionals and students.

We continued to invest in strengthening the SEB employer brand. This work included a review of SEB’s brand platform (brand promise, mission, vision, core values), and a specific survey among some 1,000 employees. The latter will serve as input to the development of our employer branding strategy, and SEB’s employer value proposition, to be developed during 2011.

We already know that we must be better at highlighting career opportunities within SEB and held our first internal Career Day in Sweden during the year. This concept will be continuously developed and applied globally on a yearly basis.

In Lithuania, we signed the first local collective work agreement with SEB employees. In Germany, SEB was again certified as a family-friendly workplace.

SEB was recognised as the most attractive employer in the financial sector among young professionals in Sweden, and among students in Estonia and Lithuania. In Sweden, we were also recognized by the business weekly Veckans Affärer for our approach to diversity within the organization.

Access to financial services
Our goal is to serve our customers whenever and wherever they desire. We are committed to making financial services accessible to all, regardless of economic standing, ethnic origin, disability or other factors.

During 2010, we launched iPhone, iPad and Android applications for our corporate, institutional and private customers, increased our presence in social media such as Facebook and Twitter, and expanded the platform for dialogue and networking that we offer financial industry specialists. SEB was also the first Nordic bank to launch services in offshore Chinese Yuan (CNH) for cash management, trade finance and foreign exchange.

Investing in communities
Our business success depends on positive economic developments in our home markets and this requires healthy and strong societies. Active involvement with local community initiatives also motivates and inspires our people, and helps SEB to build strong community relations.

During 2010, we expanded SEB’s co-operation with Mentor to Estonia and Latvia. We increased our community initiatives in the Baltic states, manifested by a major environmental campaign in Latvia. We also expanded the SEB Next Generation tennis concept to Norway. Our investments in community activities amounted to SEK 58m, compared with SEK 30m in 2009.

Solutions for work-life balance
At SEB, we want our people to have a good balance between work and private life. We therefore provide a number of different solutions, adapted to local conditions, rules and laws. Examples include home and family services for employees with children, parents’ insurance and preventive health care benefits.

We place high priority on working environment issues, to identify potential risk factors and to strengthen the factors that we know create well-being. Increasingly, our employees are offered specific health profile assessment programs, which can serve as a motivation for a change in life style.

If our employees become seriously ill, we have a strong organisation in place to offer support and rehabilitation. Our work has resulted in a halving of the long-term sick leave ratio, from 2.2 per cent in 2007 to 1.1 per cent in 2010.

28 SEB CORPORATE SUSTAINABILITY REPORT 2010
Smartphone access to SEB
Smartphones, mobile phones that offer more advanced computing ability and connectivity than contemporary phones, are changing the way customers want to interact with us. Through smartphone apps, we can deliver our services at their fingertips like never before.

In 2010, we launched our first iPhone and Android apps. The apps for our private customers enable account access to make payment transfers and paying electronic invoices. Customers can also check their pension, market prices for stocks and funds. The apps for our Enkla Firman (“Simplicity for SMEs”) customers include a range of services specifically tailored to small companies. In early 2011, SEB Enskilda was the first Nordic bank to launch an iPad app with market data and stock analysis for institutional customers.

Improving financial literacy
The general public’s ability to understand financial matters is important. It allows our customers to make more informed financial decisions and strengthens society. At SEB, we share our expertise in various ways. Our Chief Economist regularly appears in the media and engages with customers in a variety of fora. SEB’s equity, fixed income and FX specialists interact with customers on a daily basis.

In 2010, our Senior Economist Klas Eklund was granted a lifetime achievement award for his ability to educate students and the general public on financial matters. His book Vår Ekonomi (“Our Economy”) is now in its twelfth edition.

Several of our experts published books during the year. SEB’s Household Economist in Lithuania, Julita Varanauskiene, wrote “The Money Tree”, a collection of short stories seeking to educate women on household financial matters. In Sweden, our Welfare Economist Jens Magnusson and the Bank’s Senior Advisor Anders Mossberg published “Securing the future welfare system”, on how to maintain a welfare system given an aging population and rising welfare costs. Our Swedish Household Economist Gunilla Nyström published a book on family law, to support important decisions within the family.

44% of SEB’s managers are female
77% of SEB’s employees would recommend SEB as an employer
61% growth in SEB’s community investments during 2010, excl. climate compensation

For stories, achievements and more visit www.sebgroup.com/sustainableperspectives
I believe that Sweden and Swedish companies have much to gain from a new perspective on immigrants. To realise that knowledge about other cultures and other languages is a real asset, and that differences enrich both companies and the community.

1.8 million people in Sweden have a foreign background, nearly 20 per cent of the population. Within 20 years time, it is estimated that this share will reach 30 per cent. Moreover, many new Swedes are from cultures that have a strong entrepreneurial tradition. As a bank, we cannot afford to neglect this customer group.

We have witnessed the positive energy and entrepreneurial drive that many new Swedes possess and approach entrepreneurs with a foreign background through partnerships with Tillväxtverket and IFS. We have learned that a business approach to diversity yields concrete results.

To strengthen and promote diversity is an important part of building a modern society. It is a question of leveraging all resources and releasing human potential.

Belgin Fortaci
Diversity Sales Manager, Retail Banking

"Diversity is a business imperative for SEB"
Jangir Maddadi’s benches for public spaces are recognised among design lovers all over the world, and have made appearances in the Hollywood production Men in Black, among others. Since starting his business in 2008, his benches have been sold to customers in nearly 40 countries. Meanwhile, sales have increased five-fold. In 2010, Jangir Maddadi was recognised as “New Entrepreneur of the Year” in Sweden, a prize awarded to a person with a migrant background who has started his/her own business and contributed to growth in their adoptive home.

“I have never considered myself as a migrant entrepreneur, I have always been treated for who I am. This is probably because I decided to learn the language quickly, upon arriving in Sweden in 1993.

For me, a good banking relation is about trust. I have been an SEB customer throughout the build-up of my company. I really appreciate SEB’s focus on small companies, that they want to be part of the journey from the start.”

"SEB’s focus on entrepreneurs is a good thing"
Highlighting local market initiatives

Many efforts are undertaken in our local markets. In our Baltic operations, we have a tradition of supporting children and youth, and in 2010 there was also a continued focus on customers and the customer experience. In Germany, we worked to strengthen SEB's position as an employer and performed comprehensive environmental work. Here are some 2010 highlights from the main markets.

**Latvia**

**Governance**

1,200 staff plays Value Game

In November, over 1,200 employees in SEB Latvia gathered for a whole day to study, discuss the operations of SEB Latvia and also to play games. The Value Game, first created for SEB in Estonia, was used as a tool to improve customer service capabilities.

**Security training by bank robber**

Who better to talk at a security seminar than a reformed bank robber? Anders Magnusson robbed an SEB branch in the early 1990s and, after spending six years in prison, makes amends by sharing his experiences to prevent future crimes. For SEB Latvia, it offered a chance to consider its security work from the outside.

**Environment**

One tree for every inhabitant

Together with Latvia's State Forests, SEB launched a pan-Latvian tree planting campaign in 2010. The goal is to make a significant environmental contribution, educate people on how to plant and grow trees, and ultimately improve Latvia's position on the global Environmental Performance Index ranking, where it is currently ranked 21st.

All 5th and 6th year pupils and the general Latvian population have been invited to plant trees, one tree for every inhabitant. When the campaign is finished in 2011, the aim is to have planted over 2.2 million trees. The campaign has gained recognition for being one of the best ecology and environment campaigns in Europe (European Excellence Awards).

**Social**

77 students on inside tour

The “Day of Shadows” was arranged in Latvia for the tenth year. It allowed 10,000 students an inside track to working life at 400 companies. 77 students followed SEB employees, including the head of our Latvian operation, during a working day. The event was not only an opportunity for students to understand the inner workings of a large, international company but also a chance for SEB to meet with people that can potentially become future employees.

Support for disadvantaged children

A complicated social problem in the Baltic countries is the prevalence of children that lack parental care. In Latvia, SEB supports two children's villages in Ilzice and Valmiera, and two youth facilities in Iecava and Jelgava, as part of a collaboration with SOS Children's Villages. We provide financial support and engage customers in fund-raising campaigns.

Our employees are involved in various ways, for instance through donations of furniture, clothes and books.

Free accident insurance

SEB's local life insurance unit in Latvia decided to provide all first-graders in Latvia with free accident insurance for a year, covering expenses up to LVL 1,000 (SEK 12,000). SEB estimates that about 20,000 children will attend school for the first time and thus will be covered by the insurance.

**Sustainability award for SEB Latvia**

In 2010, SEB Latvia was named not only the best bank in Latvia but also the most sustainable bank. SEB made progress in all six areas measured: products and services, role as employer, social responsibility, environmental responsibility, and future-orientation.

www.duka.riga.lv
Estonia

 Governance

 From kroon to euro

 On 1 January 2011, Estonia changed its currency from kroon to euro, and the Estonian Prime Minister Andrus Ansip made the first official withdrawal from an SEB ATM. This marked the culmination of one of the biggest projects in Estonian banking history. At SEB, we put an equivalent of 36 man-years preparing for the transition. To provide a smooth transition for our customers, we devoted the entire SEB website to the euro introduction, with a constant flow of information in three languages.

 Customer vote of confidence

 Working closely together with customers has been key to finding solutions to the downturn affecting the Baltic countries. Customer surveys carried out during 2010 show that SEB has increased its ratings compared to before the onset of the crisis. In Estonia, SEB was voted the most customer-friendly company in the financial sector and also ranked by 3,000 private and corporate customers to be the highest-quality bank.

 Environment

 Pioneer in green electricity

 In March, 2010, SEB in Estonia switched to green electricity for the majority of its activities in Estonia. The head office at Tornimäe has transferred entirely to electricity produced from renewable energy sources. SEB was the first financial institution in Estonia to make such a switch to minimize its environmental footprint.

 Social

 Estonia pilot for new Internet bank

 The new Internet bank for private customers in Estonia has a more user-friendly look and for the first time provides SEB’s customers with a simple way to keep an eye on the family budget with an integrated financial planning tool. Over time, SEB will introduce the new design on all its other Internet banks and external web sites as well.

 Supporting youths, promoting sports

 SEB in Estonia has been engaged in charity for years, paying special attention to the next generation. A major activity is the support for SEB Charity Fund, which funds nine children’s shelters and actively works to improve the situation for disadvantaged children. SEB also seeks to promote an active, health lifestyle. One example is the support for running events such as the Tartu Marathon and SEB Sügisjooks (SEB Autumn Run), the largest running event in the Baltic countries.

 Lithuania

 Social

 Improving e-banking functionality

 Following an overhaul of the Internet banking platform for corporate and institutional customers in Lithuania, SEB customers can now conduct their transactions more easily, in one single system. The work has borne fruit. In 2010, SEB was recognized for best Internet banking services to corporate and institutional customers, in an evaluation of banks in ten countries in Central and Eastern Europe by the Global Finance magazine.

 Building good employee relations

 In Lithuania, SEB has taken several steps to strengthen its employee relations. One example is the signing of the first collective work agreement in 2010. SEB’s Employees Representation Council meets the bank’s President on a quarterly basis to discuss important issues. Preventative treatments have been added to the Bank’s health insurance programme for employees.

 Broad social support

 The collaboration with Mentor continued. During the year, SEB Lithuania also sponsored a week-long tennis academy summer camp in collaboration with Mentor. A charity tennis event was arranged with UNICEF, to support vaccination of children in Cambodia. Moreover, SEB launched initiatives to support new companies and recognised the country’s top performing students.
Germany

**Governance**

**Advanced risk method approved**

SEB in Germany gained regulatory approval to apply the most advanced method allowed under Basel 2 regulation for calculating capital requirement for operational risk, Advanced Measurement Approach (AMA). SEB already had regulatory approval to use this method on a Group level. To get it also on the local level was a recognition of the efforts put into risk training and development of appropriate processes and routines within the German operation.

**Environment**

**Broad environmental approach**

In early 2010, SEB in Germany switched to green electricity, thus contributing to a significant reduction of Group CO2 emissions. It was also decided that all German postal distribution and train travel in Germany should be climate compensated. During the year, SEB implemented an environmental management system and received ISO 14001 certification.

**Social**

**Running for Mentor**

SEB uses its participation in Europe’s largest corporate running event, the JP Morgan Chase Corporate Challenge, to donate funds to Mentor Foundation programmes. Donations are made in relation to SEB participants’ running times.

**Family-friendly company**

SEB in Germany is a certified “beruf und familie” company, meaning that the personnel policy and employee initiatives have been audited by an external party. Among services and solutions provided by SEB Germany are: access to emergency child care; vacation activity programmes; promotion of part-time job opportunities and possibility to take six months of unpaid leave in addition to the parental leave at some point during the first 11 years of the child’s life. SEB has parent/child-offices, which enables employees to bring their children to work as a fallback solution if arranged childcare is unavailable. SEB also assists with elderly care, to support employees in finding solutions for their parents.

**Responsible divestment**

Due to the sale of SEB’s German retail operations to the Spanish bank Santander in 2010, many SEB employees got a new employer. Considerable efforts were made to ensure that the divestment process was characterized by transparency and openness in communication.

**Baltic Mentorship Tour**

At SEB, we believe it is important to help raise awareness about the status of the Baltic Sea – its condition affects customers, employees and inhabitants in our local markets. In 2010, we brought together two of our partners, Mentor and the Brig Tre Kronor, in a joint initiative – the Baltic MentorShip Tour. This was an opportunity to highlight the mentoring of young people while increasing awareness about environmental conditions in the Baltic Sea.

Fredrik Decker, a Swedish customer participating in the tour, commented: “I believe strongly in SEB’s support for Mentor – I like the idea of companies and people giving back to society. We need to see more of that in Sweden.”

Mentors and students from SEB’s mentoring program sailed across the Baltic Sea together with SEB customers and other SEB employees. The voyage lasted 20 days with multiple stops in Lithuania, Latvia and Estonia and involving more than 500 people. As part of the voyage, the crew collected water samples, both from the open sea and from the ports they visited, to measure the temperature, oxygen level and salinity of the water. On certain legs, the Brig Tre Kronor of Stockholm’s environmental manager, marine biologist Olof Cerne, held lessons on the marine environment and what impact people are having on the Baltic Sea.
Denmark

**Environment**

**Prized – and green**
SEB’s new main office building in Copenhagen was awarded the 2010 Arne prize, in memory of Arne Jacobsen, for its design. Using seawater for cooling and recycling rain water for irrigation of green areas, the building is to consume a maximum of 90 kWh per sq.m.

Norway

**Environment**

**Prized – and green**
SEB’s new main office building in Copenhagen was awarded the 2010 Arne prize, in memory of Arne Jacobsen, for its design. Using seawater for cooling and recycling rain water for irrigation of green areas, the building is to consume a maximum of 90 kWh per sq.m.

**Social**

**SEB Next Generation comes to Norway**
We are engaged as a tennis sponsor in all our main markets, particularly focusing on youth tennis. In 2010, SEB Next Generation was introduced in Norway. It is a concept that seeks to provide more youth with an opportunity to get qualitative training supported by the national tennis federation. It also provides youth with an opportunity to grow in a positive environment, both as tennis players and as individuals. The Norwegian Tennis Federation expects some 8,000 participants in SEB Next Generation training camps and tennis schools during 2011.

Finland

**Environment**

**Saving the Baltic Sea**
In Finland, the Baltic Sea Action Group (BSAG) has been founded to encourage initiatives to protect the Baltic Sea. Eleven sovereign states, some 160 companies, organisations and individuals are committed to develop new green technology, establish research projects, help raise awareness and much more. SEB provides funding for BSAG’s secretariat and its daily operation.

**WWF Green Office**
SEB in Finland received a WWF Green Office certification in 2010, in recognition of the many actions taken there. These include installing biowaste bins in all units, configuring printers to duplex printing as default, abolishing disposable paper cups and soda/water vending machines, and switching to green electricity.

**Website:** www.bsag.fi
## Key performance indicators

### Economic indicators

<table>
<thead>
<tr>
<th>NOTE</th>
<th>Unit</th>
<th>2010</th>
<th>2009*</th>
<th>2008*</th>
<th>2007*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total operating income</td>
<td>SEKm</td>
<td>36,879</td>
<td>41,575</td>
<td>38,063</td>
<td>37,080</td>
</tr>
<tr>
<td>Total operating expenses</td>
<td>SEKm</td>
<td>23,951</td>
<td>25,198</td>
<td>22,479</td>
<td>20,169</td>
</tr>
<tr>
<td>Total operating profit (pre tax) by region</td>
<td>SEKm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sweden</td>
<td></td>
<td>11,105</td>
<td>4,351</td>
<td>12,434</td>
<td>16,748</td>
</tr>
<tr>
<td>Nordic countries (excl Sweden)</td>
<td></td>
<td>3,349</td>
<td>4,129</td>
<td>2,282</td>
<td>3,113</td>
</tr>
<tr>
<td>Baltic countries</td>
<td></td>
<td>456</td>
<td>-8,282</td>
<td>1,417</td>
<td>3,903</td>
</tr>
<tr>
<td>Germany</td>
<td></td>
<td>145</td>
<td>747</td>
<td>1,178</td>
<td>1,291</td>
</tr>
<tr>
<td>Other countries and eliminations</td>
<td></td>
<td>1,162</td>
<td>997</td>
<td>2,742</td>
<td>296</td>
</tr>
<tr>
<td>Total operating profit (pre tax) by division</td>
<td>SEKm</td>
<td>11,105</td>
<td>4,351</td>
<td>12,434</td>
<td>16,748</td>
</tr>
<tr>
<td>Merchant Banking</td>
<td></td>
<td>8,498</td>
<td>11,428</td>
<td>8,098</td>
<td>n/a</td>
</tr>
<tr>
<td>Retail Banking</td>
<td></td>
<td>2,484</td>
<td>2,891</td>
<td>3,112</td>
<td>n/a</td>
</tr>
<tr>
<td>Wealth Management</td>
<td></td>
<td>1,651</td>
<td>1,142</td>
<td>2,011</td>
<td>2,637</td>
</tr>
<tr>
<td>Life</td>
<td></td>
<td>2,202</td>
<td>2,115</td>
<td>1,063</td>
<td>1,802</td>
</tr>
<tr>
<td>Baltic</td>
<td></td>
<td>-121</td>
<td>-10,363</td>
<td>1,017</td>
<td>2,462</td>
</tr>
<tr>
<td>Other including eliminations</td>
<td></td>
<td>-3,609</td>
<td>-2,862</td>
<td>-2,867</td>
<td>n/a</td>
</tr>
<tr>
<td>Interest expense (customers)</td>
<td>SEKm</td>
<td>15,269</td>
<td>23,873</td>
<td>50,777</td>
<td>44,046</td>
</tr>
<tr>
<td>Employee compensation, pensions and other staff costs (employees)</td>
<td>SEKm</td>
<td>11,575</td>
<td>11,366</td>
<td>11,939</td>
<td>12,332</td>
</tr>
<tr>
<td>Interest and commission expense (business partners)</td>
<td>SEKm</td>
<td>21,373</td>
<td>24,762</td>
<td>32,477</td>
<td>30,340</td>
</tr>
<tr>
<td>Supplier payments (suppliers)</td>
<td>SEKbn</td>
<td>13,166</td>
<td>23,873</td>
<td>50,777</td>
<td>44,046</td>
</tr>
<tr>
<td>Number of suppliers</td>
<td>Number</td>
<td>12,300</td>
<td>15,000</td>
<td>16,500</td>
<td>18,000</td>
</tr>
<tr>
<td>Dividends (shareholders)</td>
<td>SEKm</td>
<td>3,291</td>
<td>2,193</td>
<td>11,939</td>
<td>12,332</td>
</tr>
<tr>
<td>Taxes (governments)</td>
<td>SEKm</td>
<td>2,521</td>
<td>2,482</td>
<td>2,351</td>
<td>2,376</td>
</tr>
<tr>
<td>Employee social charges (governments)</td>
<td>SEKm</td>
<td>2,429</td>
<td>2,420</td>
<td>2,574</td>
<td>2,589</td>
</tr>
<tr>
<td>Reinvested in the company</td>
<td>SEKm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial assistance received from government</td>
<td>SEKm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Community investments

- Economic contribution to social partnerships, share of operating profit (pre tax): %
  - 2010: 0.5
  - 2009: 0.7
  - 2008: 0.1
  - 2007: 0.1

- Economic contribution to social partnerships (incl mgmt costs for activation and climate compensation): SEKm
  - 2010: 57.9
  - 2009: 30.0
  - 2008: 18.3
  - 2007: 18.2

### Environmental indicators

<table>
<thead>
<tr>
<th>NOTE</th>
<th>Unit</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total CO₂ emissions</td>
<td>Tonnes</td>
<td>38,598</td>
<td>47,320</td>
<td>50,404</td>
<td>n/a</td>
</tr>
<tr>
<td>CO₂ emissions from energy consumption</td>
<td>Tonnes</td>
<td>17,545</td>
<td>28,979</td>
<td>29,401</td>
<td>n/a</td>
</tr>
<tr>
<td>CO₂ emissions from business travel</td>
<td>Tonnes</td>
<td>15,196</td>
<td>11,280</td>
<td>13,547</td>
<td>8,021</td>
</tr>
<tr>
<td>CO₂ emissions from paper consumption</td>
<td>Tonnes</td>
<td>2,115</td>
<td>3,121</td>
<td>3,369</td>
<td>n/a</td>
</tr>
<tr>
<td>CO₂ emissions from company cars</td>
<td>Tonnes</td>
<td>3,742</td>
<td>3,940</td>
<td>4,087</td>
<td>n/a</td>
</tr>
<tr>
<td>Total CO₂ emissions/employee</td>
<td>Tonnes</td>
<td>2.0</td>
<td>2.3</td>
<td>2.4</td>
<td>n/a</td>
</tr>
</tbody>
</table>

### Other indicators

- Total energy consumption (in buildings): MWh
  - 2010: 161,351
  - 2009: 150,889
  - 2008: 153,944
  - 2007: n/a

- Electricity: MWh
  - 2010: 124,676
  - 2009: 126,262
  - 2008: 123,737
  - 2007: n/a

- Other energy sources: MWh
  - 2010: 36,675
  - 2009: 24,627
  - 2008: 30,207
  - 2007: n/a

- Total paper consumption: Tonnes
  - 2010: 1.650
  - 2009: 2.327
  - 2008: 2.483
  - 2007: 2.744

- Graphic paper consumption: Tonnes
  - 2010: 753
  - 2009: 1,007
  - 2008: 1,407
  - 2007: 1,757

- Supplies paper consumption: Tonnes
  - 2010: 897
  - 2009: 1,320
  - 2008: 1,076
  - 2007: 987

- Waste generation: Tonnes
  - 2010: 1,745
  - 2009: 1,710
  - 2008: 2,150
  - 2007: 1,909

- Water consumption: m³
  - 2010: 150,058
  - 2009: 147,628
  - 2008: 196,925
  - 2007: n/a
GOVERNANCE INDICATORS

Tackling financial crime

<table>
<thead>
<tr>
<th>NOTE</th>
<th>UNIT</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage employees completed Code of Business Conduct training</td>
<td>%</td>
<td>93</td>
<td>87</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage employees completed anti-money laundering education</td>
<td>%</td>
<td>98</td>
<td>89</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of employees completed fraud prevention education</td>
<td>%</td>
<td>49</td>
<td>43</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of employees completed information security education</td>
<td>%</td>
<td>70</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Markets with “Know-Your-Customer” (KYC) process and instructions implemented</td>
<td>Number</td>
<td>21</td>
<td>19</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

SOCIAL INDICATORS

Headcount

<table>
<thead>
<tr>
<th>NOTE</th>
<th>UNIT</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total headcount, including part-time employees</td>
<td>Number</td>
<td>20,599</td>
<td>20,835</td>
<td>22,443</td>
<td>22,177</td>
</tr>
<tr>
<td>Employees by gender</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>%</td>
<td>42</td>
<td>42</td>
<td>42</td>
<td>41</td>
</tr>
<tr>
<td>Female</td>
<td>%</td>
<td>58</td>
<td>58</td>
<td>58</td>
<td>59</td>
</tr>
<tr>
<td>Total employee turnover</td>
<td>%</td>
<td>10.9</td>
<td>11.0</td>
<td>13.8</td>
<td>12.1</td>
</tr>
<tr>
<td>Share of employees that would recommend a friend to work at SEB</td>
<td>Number</td>
<td>600</td>
<td>200</td>
<td>n/a</td>
<td>64</td>
</tr>
<tr>
<td>Corporate Sustainability Ambassadors</td>
<td>Number</td>
<td>600</td>
<td>200</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Gender by management type - all managers (male/female)</td>
<td>%</td>
<td>56/44</td>
<td>58/42</td>
<td>56/44</td>
<td>60/40</td>
</tr>
<tr>
<td>Senior managers (top mgmt fl)</td>
<td>%</td>
<td>74/26</td>
<td>73/27</td>
<td>75/25</td>
<td>74/26</td>
</tr>
<tr>
<td>Middle managers</td>
<td>%</td>
<td>61/39</td>
<td>61/39</td>
<td>64/36</td>
<td>64/36</td>
</tr>
<tr>
<td>First line managers</td>
<td>%</td>
<td>47/53</td>
<td>51/49</td>
<td>46/54</td>
<td>54/46</td>
</tr>
<tr>
<td>Staff</td>
<td>%</td>
<td>42/58</td>
<td>40/60</td>
<td>39/61</td>
<td>37/63</td>
</tr>
<tr>
<td>Total number of employees on parental leave during the year</td>
<td>Number</td>
<td>1,864</td>
<td>1,842</td>
<td>1,789</td>
<td>1,673</td>
</tr>
<tr>
<td>Sick-leave rate, share of ordinary working hours</td>
<td>%</td>
<td>12</td>
<td>2.7</td>
<td>3.0</td>
<td>3.5</td>
</tr>
<tr>
<td>Average vacation utilisation</td>
<td>%</td>
<td>13</td>
<td>82</td>
<td>76</td>
<td>n/a</td>
</tr>
<tr>
<td>Total employee remuneration (including social charges)</td>
<td>SEKm</td>
<td>14,004</td>
<td>13,786</td>
<td>14,513</td>
<td>14,921</td>
</tr>
<tr>
<td>Number of employees participating in any form of long term incentive programme</td>
<td>Number</td>
<td>7,900</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Share of employees participating in Share Savings Programme during the year</td>
<td>%</td>
<td>29</td>
<td>26</td>
<td>33</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Sustainable finance and investments

<table>
<thead>
<tr>
<th>NOTE</th>
<th>UNIT</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equator Principles, number of investments</td>
<td></td>
<td>10</td>
<td>0</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Category A transactions approved</td>
<td>Number</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Category B transactions approved</td>
<td>Number</td>
<td>7</td>
<td>0</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Category C transactions approved</td>
<td>Number</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Number of Socially Responsible Investment/ethical funds</td>
<td>Number</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td>Total assets under managements in SRI/ethical funds</td>
<td>SEKm</td>
<td>14,910</td>
<td>10,211</td>
<td>5,534</td>
<td>7,638</td>
</tr>
</tbody>
</table>

NOTES

2. Deposits from credit institutions + Deposits and borrowings from the public (see Annual Report, p. 91, note 3)
3. Excluding social charges.
4. Interest expense on Interest-bearing securities, Subordinated liabilities and Other interest costs + Fee and commission expense (Annual Report, p. 91, notes 3 and 4).
5. Paid out to suppliers during the year.
6. Dividends for the fiscal year, paid out to shareholders the following year. 2010: Proposed.
7. Calculated as the difference in total equity during the year.
8. Increased due to new contracts with the Norwegian Tennis Federation and Mentor in Latvia and Estonia.
9. Courier, taxi and security transportation is not included in emissions scope.
10. Primarily targeting front line sales and employees managing transactions.

Our reporting scope

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 emissions according to the Greenhouse Gas Protocol). We include the emissions from eleven countries, accounting for 98 per cent of our employees.
About this report

SEB adheres to internationally agreed principles for corporate responsibility accounting and measurement and, reports its results in accordance with the Global Reporting Initiative’s GRI G3 Guidelines, Financial Services Supplement. The report is published annually, covering the preceding fiscal year. The previous report, covering the fiscal year 2009, was published in April, 2010.

During 2010, we have sought to improve our reporting. Our environmental reporting is now performed quarterly. Targets for CO₂ emissions are broken down on units and are implemented into business plans. Our social indicators have been expanded geographically. There have been no significant changes from the previous report in the scope and boundary. SEB currently reports according to level C in the GRI application level system, in which companies can either self-assess or independently verify the extent to which the G3 Guidelines have been applied in sustainability reporting. The report has not been reviewed by an external party.

SEB’s GRI Content Index is found below. It identifies the location of Global Reporting Initiative (GRI) Standard Disclosures in this report and other communication. Page references relate to the Corporate Sustainability Report 2010 (CS), the Annual Report 2010 (AR) and www.sebgroup.com/sustainability (www).

GRI CONTENT INDEX

1. Strategy and analysis
   1.1 CEO statement CS 2-3
   1.2 Description of key impacts, risks, and opportunities:
      i) SEB’s key impacts on sustainability and effects on stakeholders
      ii) the impact of sustainability trends, risks and opportunities on the organisation CS 6-9, 14-16

2. Organisational profile
   2.1 Name of the organisation CS inside back cover
   2.2 Primary brands, products, and/or services CS 4-5
   2.3 Operational structure CS 4-5
   2.4 Location of organisation’s headquarters CS inside back cover
   2.5 Countries of operation CS 4-5
   2.6 Nature of ownership and legal form www 16-17
   2.7 Markets served CS 4-5, 5-8, 6-9, 80-90
   2.8 Scale of the reporting organisation CS 4-5, 36 + www
   2.9 Significant operational or other changes during the reporting period www 18
   2.10 Awards received in the reporting period CS inside back cover + www 9

3. Report parameters
   3.1 Reporting period CS 38
   3.2 Date of most recent previous report CS 38
   3.3 Reporting cycle CS 38
   3.4 Contact for questions regarding the report CS inside back cover

   Report scope and boundaries
   3.5 Process for defining report content CS 10, 12
   3.6 Boundary of the report CS 38
   3.7 Specific limitations on the scope of the report or boundary of the report. CS 10, 38
   3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, etc. www
   3.9 Data measurement techniques and the bases of calculations CS 36-37 + www
   3.10 Comparability with previous reports CS 38
   3.11 Significant changes from previous reporting periods in the scope, boundary, etc. CS 38

   GRI content index
   3.12 Table identifying the location of the Standard Disclosures in the report. Current document (www).
   3.13 Policy and current practice with regard to seeking external assurance for the report. CS 2010 has not been externally assured

4. Governance, Commitments, and Engagement
   4.1 Governance structure of the organisation CS 14-16
   4.2 Role of the Chairman of the Board in the organisation CS 14-16
   4.3 Independent and/or non-executive board members www 58
   4.4 Mechanisms for shareholders and employees to provide recommendations to the Board www 56-58
   4.5 Remuneration to Board members, senior managers and executives, and link to the organisation’s performance www 59-70-72
   4.6 Processes for avoiding conflicts of interest in the Board www 58
   4.7 Process for determining the qualifications and expertise of the Board members for guiding the organisation’s strategy on economic, environmental, and social topics www 58
   4.8 Mission, values, codes of conduct, and principles relevant to economic, environmental, and social performance www 10-11
   4.9 Board procedures for overseeing economic, environmental, and social performance, including relevant risks and opportunities www 17
   4.10 Processes for evaluating Board performance, particularly with respect to economic, environmental and social performance www 58

4.11 Explanation of if and how the precautionary approach or principle is applied

4.12 Association to externally developed charts, principles, or other initiatives

4.13 Memberships in associations

4.14 List of stakeholder groups CS 9

4.15 Basis for identification and selection of stakeholders with whom to engage CS 12-13

4.16 Approach to stakeholder engagement CS 12-13

4.17 Key topics and concerns raised through stakeholder engagement, and response by the organisation CS 12-13

Economic performance indicators

Disclosure on management approach

Economic performance

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EC1</td>
<td>Direct economic value generated and distributed CS 9, 36</td>
</tr>
<tr>
<td>EC2</td>
<td>Risks and opportunities for the organisation due to climate change CS 14-16</td>
</tr>
<tr>
<td>EC3</td>
<td>Coverage of the organisation’s defined benefit plan obligations AR 96-97</td>
</tr>
<tr>
<td>EC4</td>
<td>Financial assistance received from government CS 36</td>
</tr>
</tbody>
</table>

Market presence

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EC5</td>
<td>Range of ratios of standard entry level wage compared to local minimum wage</td>
</tr>
<tr>
<td>EC6</td>
<td>Purchasing from locally-based suppliers Not disclosed</td>
</tr>
<tr>
<td>EC7</td>
<td>Local hiring and proportion of senior management hire from the local community Not disclosed</td>
</tr>
</tbody>
</table>

Indirect economic impact

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EC8</td>
<td>Infrastructure investments and services provided primarily for public benefit</td>
</tr>
<tr>
<td>EC9</td>
<td>Significant indirect economic impacts, including the extent of impacts. CS 6-9, 14-16, 36</td>
</tr>
</tbody>
</table>

Environmental performance indicators

Disclosure on management approach

Materials

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN1</td>
<td>Materials used by weight or volume CS 36</td>
</tr>
<tr>
<td>EN2</td>
<td>Recycled input materials www</td>
</tr>
</tbody>
</table>

Energy

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN3</td>
<td>Direct energy consumption CS 36 + www</td>
</tr>
<tr>
<td>EN4</td>
<td>Indirect energy consumption CS 36 + www</td>
</tr>
<tr>
<td>EN5</td>
<td>Energy saved due to conservation and efficiency improvements CS 24-25</td>
</tr>
<tr>
<td>EN6</td>
<td>Initiatives to provide energy-efficient or renewable energy-based products and services CS 24-27</td>
</tr>
<tr>
<td>EN7</td>
<td>Initiatives to reduce indirect energy consumption CS 24-25</td>
</tr>
</tbody>
</table>

Water

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN8</td>
<td>Total water withdrawal CS 36</td>
</tr>
<tr>
<td>EN9</td>
<td>Water sources significantly affected by withdrawal of water. Not disclosed</td>
</tr>
<tr>
<td>EN10</td>
<td>Percentage and total volume of water recycled and reused Not disclosed</td>
</tr>
</tbody>
</table>

Biodiversity

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN11</td>
<td>Location and size of land in protected areas and areas of high biodiversity value Not material issue, not disclosed</td>
</tr>
<tr>
<td>EN12</td>
<td>Impacts of activities, products, and services on biodiversity Not material issue, not disclosed</td>
</tr>
<tr>
<td>EN13</td>
<td>Habitats protected or restored. Not material issue, not disclosed</td>
</tr>
<tr>
<td>EN14</td>
<td>Managing impacts on biodiversity Not material issue, not disclosed</td>
</tr>
<tr>
<td>EN15</td>
<td>Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. Not material issue, not disclosed</td>
</tr>
</tbody>
</table>
Our Reporting About This Report/GR1 Index
**UN Global Compact Communication on Progress**

SEB signed the UN Global Compact in 2004, a strategic policy initiative for businesses that are committed to aligning their operations and strategies with 10 universally accepted principles in the areas of human rights, labour, environment and anticorruption. The UN Global Compact is the world’s largest corporate citizenship and sustainability initiative, with around 8,700 corporate participants and other stakeholders from over 130 countries.

As part of SEB’s commitment to this initiative, we report on our activities and performance in an annual UN Global Compact Communication on Progress. This Communication on Progress covers the preceding fiscal year 2010 and consists of this report, our Corporate Sustainability Report 2010 (CS) and www.sebgroup.com/sustainability (www). It highlights a number of activities, and provides direction to further information, which shows that we support the 10 Global Compact principles in our everyday business.

### UN GLOBAL COMPACT PRINCIPLES

<table>
<thead>
<tr>
<th>Principle</th>
<th>GRI INDICATORS</th>
<th>REFERENCE TO CS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Human Rights</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Principle 1</strong></td>
<td>Business should support and respect the protection of internationally proclaimed human rights</td>
<td>ECS, LA4, LA6-9, LA13-14, HR1-9, SO5, PR1-2, PR8</td>
</tr>
<tr>
<td><strong>Principle 2</strong></td>
<td>Businesses must ensure their own corporations are not in complicit in human rights abuse</td>
<td>HR1-9, SO5</td>
</tr>
<tr>
<td><strong>Labour Standards</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Principle 3</strong></td>
<td>Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining</td>
<td>LA4-5, HR1-3, HR5, SO5</td>
</tr>
<tr>
<td><strong>Principle 4</strong></td>
<td>Business should support the elimination of all forms of forced and compulsory labour</td>
<td>HR1-3, HR7, SO5</td>
</tr>
<tr>
<td><strong>Principle 5</strong></td>
<td>Business should support the effective abolition of child labour</td>
<td>HR1-3, HR6, SO5</td>
</tr>
<tr>
<td><strong>Principle 6</strong></td>
<td>Business should support the elimination of discrimination in respect of employment and occupation</td>
<td>EC7, LA2, LA13-14, HR1-4, SO5</td>
</tr>
<tr>
<td><strong>Environment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Principle 7</strong></td>
<td>Businesses should support a precautionary approach to environmental challenges</td>
<td>EC2, EN18, EN26, EN30, SO5</td>
</tr>
<tr>
<td><strong>Principle 8</strong></td>
<td>Businesses should undertake initiatives to promote greater environmental responsibility</td>
<td>EN1-30, SO5, PR3</td>
</tr>
<tr>
<td><strong>Principle 9</strong></td>
<td>Businesses should encourage the development and diffusion of environmentally friendly technologies</td>
<td>EN2, ENS-7, EN10, EN18, EN26-27, EN30, SO5</td>
</tr>
<tr>
<td><strong>Anti-corruption</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Principle 10</strong></td>
<td>Businesses should work against corruption in all its forms, including extortion and bribery</td>
<td>SO2-6</td>
</tr>
</tbody>
</table>
### Awards and recognitions 2010

<table>
<thead>
<tr>
<th>Category</th>
<th>Recognized</th>
<th>Awarded by</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customers</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best Bank for Cash Management in the Nordic and Baltic region</td>
<td>Euromoney</td>
<td></td>
</tr>
<tr>
<td>Best Foreign Exchange service provider, Latvia</td>
<td>Global Finance</td>
<td></td>
</tr>
<tr>
<td>Best Private Bank in the Nordic region</td>
<td>The Banker, Professional Wealth Management</td>
<td></td>
</tr>
<tr>
<td>Best bank in Latvia</td>
<td>Emea Finance</td>
<td></td>
</tr>
<tr>
<td>Best corporate reputation, Latvia</td>
<td>TNS Latvia</td>
<td></td>
</tr>
<tr>
<td>Business bank of the year, Sweden</td>
<td>Finansbarometern</td>
<td></td>
</tr>
<tr>
<td>Highest-quality bank in Estonia</td>
<td>EPSI Baltic</td>
<td></td>
</tr>
<tr>
<td>Financial Advisor of the Year in the Nordic region</td>
<td>Financial Times and Mergemarket</td>
<td></td>
</tr>
<tr>
<td>Most likeable financial brand in Estonia</td>
<td>TNS Emor</td>
<td></td>
</tr>
<tr>
<td><strong>Employees</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best employer among banks, young professional survey, Sweden</td>
<td>Universum</td>
<td></td>
</tr>
<tr>
<td>Most attractive employer in financial sector, Estonia</td>
<td>TNS Emor</td>
<td></td>
</tr>
<tr>
<td>Most attractive employer, Lithuania</td>
<td>Verslo Žinios</td>
<td></td>
</tr>
<tr>
<td>6th best employer overall, student survey, Sweden</td>
<td>Universum</td>
<td></td>
</tr>
<tr>
<td><strong>Environment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best bank for environmental responsibility, Latvia</td>
<td>Diena/Reputation Top</td>
<td></td>
</tr>
<tr>
<td>Nordic Carbon Performance Leadership Index</td>
<td>Carbon Disclosure Project</td>
<td></td>
</tr>
<tr>
<td>(SEB one of five companies included)</td>
<td></td>
<td></td>
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</tbody>
</table>

### Sustainability indices

<table>
<thead>
<tr>
<th>Index provider</th>
<th>Index provider</th>
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</thead>
<tbody>
<tr>
<td>ECPI Ethical index Europe</td>
<td>ECPI</td>
</tr>
<tr>
<td>Nordic Sustainability Stars</td>
<td>Ethixs SRI Advisor</td>
</tr>
<tr>
<td>OMX GES Sustainability Nordic Index</td>
<td>Nasdaq OMX/GES</td>
</tr>
<tr>
<td>OMX GES Sustainability Sweden Index</td>
<td>Nasdaq OMX/GES</td>
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</tbody>
</table>

### International commitments

<table>
<thead>
<tr>
<th>Adopted/signed</th>
<th>Admitted/signed</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDP Water Disclosure Project</td>
<td>2010</td>
</tr>
<tr>
<td>Carbon Disclosure Project (CDP)</td>
<td>2008</td>
</tr>
<tr>
<td>Principles for Responsible Investments (PRI)</td>
<td>2008</td>
</tr>
<tr>
<td>UN Environment Programme Finance Initiative (UNEP FI)</td>
<td>2007</td>
</tr>
<tr>
<td>UN Equator Principles</td>
<td>2007</td>
</tr>
<tr>
<td>UN Global Compact</td>
<td>2004</td>
</tr>
<tr>
<td>OECD guidelines for Multinational Enterprises</td>
<td>2000</td>
</tr>
<tr>
<td>ICC Business Charter on Sustainable Development</td>
<td>1995</td>
</tr>
</tbody>
</table>

### Contact us

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Details</th>
</tr>
</thead>
</table>
| Cecilia Widebäck West | Head of Group Corporate Sustainability | Telephone: +46 8 765 50 00  
E-mail: cs@seb.se  
Internet: www.sebgroup.com/sustainability |
| Head office        |                                 | Postal Address: SE-106 40 Stockholm, Sweden  
Visiting address: Kungsträdgårdsgatan 8, Stockholm, Sweden  
Corporate registration number: 502032-9081 |
Welcome to SEB

2,600 large corporations and financial institutions, 400,000 small and medium-sized companies and four million private individuals have chosen to bank with SEB. We have a presence in some 20 countries, with 17,000 employees, half of whom are based outside Sweden. We help our customers thrive by providing quality advice and financial resources. Our vision is to be the trusted partner for customers with aspirations.

Sustainable economic development is a key concern at SEB. We see our role not only as a facilitator for sound economic growth and a guardian of a secure payment system, but also as a company with real opportunities to drive change. This means offering sustainable finance and investment solutions that can help mitigate climate change and tackle other environmental and social challenges. It means participating in creation more sustainable cities, in the construction of new infrastructure and in the nurturing of new technology and innovations. We also stimulate entrepreneurship and support children and youth. By sharing our knowledge we help improve financial literacy. This is good for society, for the economy as a whole and therefore also for us.

We work to reduce our environmental footprint. Our target is to reduce carbon emissions by 45 per cent by 2015. We compensate for emissions we cannot avoid or reduce. As a result, we contribute positively, reduce costs and increase our knowledge. It is a matter of being credible in our dialogues with customers.

SEB has been in business for more than 150 years; supporting customers, engaging our people and playing an active role in society. We have an integrated approach to corporate sustainability because we know it is good for business – we want to strengthen our relations and also support our customers in the future.

Please join us. To learn more, visit sebgroup.com/sustainability or contact us at cs@seb.se