

1. Strategy and Analysis

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the organization.	AR: 2-3			
1.2	Description of key impacts, risks, and opportunities.	AR: 6-11, 14-15, 18-28, 31-43, 91-93 Own forests create future strength Sustainability goals Stakeholders Local significance Organisation and joint action Policies and guidelines Forest, products and work on climate change Wood procurement			

2. Organizational Profile

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
2.1	Name of the organization.	AR: Inside front cover, Back cover Holmen AB (publ), Registration Number 556001-3301, Registered Office Stockholm			
2.2	Primary brands, products, and/or services.	AR: 1, 5-7, 10-27, 41			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	AR: 1, 5-11, 14-15, 18-19, 22-27, 78 (note 12), 86 (note 23)			
2.4	Location of organization's headquarters.	AR: Back cover Holmen AB, (Strandvägen 1), Box 5407, 114 84 Stockholm			
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	AR: 1, 5-7, 10-11, 14-15, 18-19, 22-23, 25-27, 43, 71			
2.6	Nature of ownership and legal form.	AR: Inside front cover, 44, 51-53 Holmen AB (publ), Registration Number 556001-3301, Registered Office Stockholm			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	AR: 1, 5-7, 10-11, 14-15, 18-19, 22-23, 25-27, 43, 71			
2.8	Scale of the reporting organization.	AR: 1, 4-11, 14-15, 18-19, 22-27, 51-53, 91-95			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	AR: 4-5, 51-53, 91			
2.10	Awards received in the reporting period.	AR: 3, 43 Recognitions and assessments			

3. Report Parameters

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Holmen Annual Reoprt including Sustainability Report 2012 covers the calendar year of 2012.			
3.2	Date of most recent previous report (if any).	The most previous reports, Annual Report 2011 including Sustainability was issued in March, 2012. AR: 32-33.			
3.3	Reporting cycle (annual, biennial, etc.)	Holmen reports its sustainability performance annually as part of the Annual Report.			
3.4	Contact point for questions regarding the report or its contents.	Environmental responsibility: Lars Strömberg, Director of Sustainable and Environmental Affairs. Tel: +46 (0)8 666 21 00. E-mail: lars.stromberg@holmen.com Social responsibility: Ingegerd Engquist, Head of Group Human resources. Tel: +46 (0)8 666 21 00 . E-mail: ingegerd.engquist@holmen.com Economic development: Anders Jernhall, Head of Group Finance. Tel: +46 (0)8 666 21 00. E-mail: anders.jernhall@holmen.com			

AR: 32-33, 42-43

3.5 Process for defining report content.

When developing the sustainability report Holmen has applied the Technical Protocol as part of applying the GRI Report Content Principles. One aim has been to highlight areas of greatest importance (materiality and sustainability context) to Holmen and its stakeholders (stakeholder inclusiveness) when it comes to how Holmen influences and is affected by the requirement that it contributes to sustainable development. The aim has been to provide as complete information as possible. In the event of limitations in the information provided, this is clearly indicated.

3.6 Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance. State any specific limitations on the scope

AR: 91

3.7 or boundary of the report (see completeness principle for explanation of scope).

AR: 91

3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.

AR: 64-65, 91.
See reporting principles at page 64 in the Annual report 2012 including sustainability report. The information presented concerns the Holmen Group, if otherwise, it is stated when applicable. Holmen has no joint ventures.

3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	AR: 91-93 Holmen fulfills the required information for each indicator. When Holmen has not reported all information on an indicator, the reason for omission is stated, explanation is given as well as when the missing information will be provided. Employee data in the GRI index 2012 is based on 3902 employees. Some smaller units outside Sweden with 43 employees are not included.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	AR: 91-93
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	AR: 91 No significant changes in measurement methods in 2012.
3.12	Table identifying the location of the Standard Disclosures in the report.	AR: 32 This is the complete GRI content table for 2012. Holmen complies with GRI A +
3.13	Policy and current practice with regard to seeking external assurance for the report.	AR: 33, 43 The Auditor's review report is presented on Auditors review report

4. Governance, Commitments, and Engagement

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	AR: 32, 44-50, 71 Organisation and joint action	For definitions of age and minority group, see Indicator Protocol for LA13.		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	AR: 45, 48-50 Fredrik Lundberg is the Chairman of the Board. Magnus Hall CEO and President of the Group is member of the Board.			
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	AR: 45, 48-50 Fredrik Lundberg is the Chairman of the Board. Magnus Hall CEO and President of the Group is member of the Board.			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	AR: 40, 42, 44 Union co-operation Stakeholders Organisation and joint action			

4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	<p>AR: 46, 70</p> <p>There is no linkage between compensation for executives and senior managers and the organisation's performance (including social and environmental performance) as Holmen does not offer flexible compensation in these areas. With regard to sustainability issues, Holmen sees it as an integral part for management to consider these issues in their work. There is therefore not considered to be a need for separate compensation with regard to sustainability issues.</p>
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	<p>AR: 42-47</p> <p>Stakeholders Organisation and joint action</p>
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	<p>AR: 40, 44-45</p> <p>Women in Holmen Organisation and joint action</p>
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	<p>AR: 2-3, 9, 24, 31-34, 39, 40, 42, 47</p> <p>Health and safety Environmental responsibility - working practices Human rights Organisation and joint action Policies and guidelines All principles, policies, recommendations and approaches that Holmen has developed applies to all parts and markets of the Holmen Group.</p>

4.9	<p>Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.</p>	<p>AR: 28-33, 36, 40, 41, 45</p> <p>Environmental responsibility - working practices Organisation and joint action Policies and guidelines AR: 47</p>
4.10	<p>Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.</p>	<p>AR: 47</p> <p>The Board makes an assessment of its activities each year, and the Nomination Committee has given information about the contents of the assessment for 2012. This will serve as a basis for planning the activities of the Board in the coming years. Shareholders have an opportunity to put questions to the Board and Senior management at the Annual General Meeting.</p>
4.11	<p>Explanation of whether and how the precautionary approach or principle is addressed by the organization.</p>	<p>AR: 32-33, 36</p> <p>Environmental responsibility - working practices Human rights</p> <p>Holmen is a UN Global Compact signatory. Thereby the organization has committed to apply the precautionary approach.</p>

<p>4.12</p>	<p>Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.</p>	<p>AR: 2-3, 31-34, 36, 39 Union co-operation Holmen complies with GRI A+ Health and safety Environmental responsibility - working practices Human rights Organisation and joint action Instruments in the area of climate change Permits and certifications Wood procurement Water All principles, policies, recommendations and approaches that Holmen supports by memberships in external initiatives , organizations and associations applies to all parts and markets of the Holmen Group.</p>
<p>4.13</p>	<p>Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.</p>	<p>AR: 36, 41-42 Energy An attractive employer Sustainable products Human rights Holmen is a member of the national forest and paper associations in Sweden, Spain and Great Britain. Holmen is involved in joint research in Sweden with outside research and development institutes, including Innventia, Swe Tree Technologies, MoRe Research, the Royal Institute of Technology, Mid Sweden University, Karlstad University, the Swedish University of Agricultural Sciences, Skogforsk, Värmeforsk and Elforsk. Holmen co-operates with CTP in France, with Universidad Complutense in Madrid, Spain, with the University of Manchester in Great Britain, in Norway Holmen co-operates with Piper and Fibre Research Institute in Oslo and mainly Åbo Akademi and KCL in Finland.</p>

Disclosed on Management Approach

G3 DMA	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
DMA EC	Disclosure on Management Approach EC					
Aspects	Economic performance	AR: 4-5, 42, 44-47, 56-61				
	Market presence	AR: 1, 5-7, 10-11, 14-15, 18-19, 22-23, 25-27, 43, 71				
	Indirect economic impacts	AR: 42-43 Local significance				
	Disclosure on Management Approach EN					
	Materials	AR: 6-11, 34-37, 41 Policies and guidelines Recovered paper				
	Energy	AR: 6-11, 26-28, 31, 34-36 Energy				
	Water	AR: 31, 34-36 Water				
	Biodiversity	AR: 24-25, 36 Policies and guidelines Concern for the nature Working practices, environmental responsibility				
	Emissions, effluents and waste	AR: 34-37 Instruments in the area of climate change				
	Products and services	AR: 6-11, 14-15, 18-19, 21-27, 32-33, 36, 41, 43 Instruments in the area of climate change Forest, products and work on climate change Working practices, environmental responsibility				
	Compliance	AR: 32, 36, 42-43 Wood procurement Sustainable products				

Transport	AR: 35-36 Transport
Overall	AR: 2-3, 6-11, 14-15, 18-27, 31-37, 41 Environmental responsibility - working practices Environmental protection expenditure Human rights Policies and guidelines Instruments in the area of climate change

Disclosure on Management Approach LA

Aspects	Employment	AR: 38-40 HR-work Policies and guidelines
	Labor/management relations	AR: 40 Union co-operation Employee surveys Workforce reductions Policies and guidelines
	Occupational health and safety	AR: 39-40 HR-work Health and safety
	Training and education	AR: 38-40 Health and safety Development of skills Leader development
	Diversity and equal opportunity	AR: 39-40 Women in Holmen Leader development Policies and guidelines
	Equal remuneration for women and men	Women in Holmen Policies and guidelines

Disclosure on Management Approach HR

Aspects	Investment and procurement practices	AR: 32-33, 42-43 Human rights		
	Non-discrimination	AR: 32-33, 38-40 Women in Holmen Human rights		
	Freedom of association and collective bargaining	AR: 32-33, 38-40 Human rights		
	Child labor	AR: 32-33, 43 Human rights		
	Prevention of forced and compulsory labor	AR: 32-33, 43 Human rights		
	Security practices	Holmen does not employ the type of security/safety personnel referred to in the indicator. The indicator is thus not relevant for Holmen to report on.	Not applicable	Holmen does not employ the type of security/safety personnel referred to in the indicator. The indicator is thus not relevant for Holmen to report on.
	Indigenous rights	AR: 32-33, 43 Stakeholders		
	Assessment	AR: 32-33, 42-43 Human rights		
	Remediation	AR: 32-33, 38-40, 42-43 Human rights		

DMA SO	Disclosure on Management Approach SO	
Aspects	Local communities	AR: 32-33, 42-43 Stakeholders Local significance
	Corruption	AR: 32-33, 43 Policies and guidelines See indicator SO3
	Public policy	AR: 32-33, 42-43 Policies and guidelines Social assets of the forest
	Anti-competitive behavior	AR: 32-33, 43 Policies and guidelines See indicator SO3
	Compliance	AR: 32-33, 42-43 Policies and guidelines
DMA PR	Disclosure on Management Approach PR	
Aspects	Customer health and safety	Sustainable products AR: 36
	Product and service labelling	Certifications Traceability Traceability to manufacture and sell FSC® and PEFC certified products. FSC® certified timber products for sale.
	Marketing communications	By virtue of its affiliation to the Swedish Advertisers' Association and the Swedish Advertising Association, Holmen supports the ethical principles these associations apply.
	Customer privacy	Holmen does not handle very sensitive information on its customers. However there are routines on how to manage customer related information.
	Compliance	AR: 32-33, 36, 42-43 All Holmen's units are certified in accordance with the ISO 9001, in which such issues are managed.

EC1-9. Performance Indicators - Economic

Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Economic performance						
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	AR: 42				
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	AR: 6-9, 14-15, 18-27, 31-32, 34-37, 41 Own forests create future strength Energy Sustainable products Forest, products and work on climate change Instruments in the area of climate change				
EC3	Coverage of the organization's defined benefit plan obligations.	AR: 70, 83				
EC4	Significant financial assistance received from government.	Holmen did not receive any significant financial assistance from the government in 2012.				
Market presence						
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Union co-operation Holmen applies union agreements and market pay levels. In all countries where Holmen has significant operations the pay level is governed by national agreement. Minimum wage is not applied.				
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	AR: 43 Local significance Wood procurement				

EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	<p>An attractive employer Local significance</p> <p>The great majority of the company's managers live fairly close to their work places, and only a few commute on a weekly basis. Holmen's aim is to have relatively more women in senior positions. At present some 20,3 (19.1) per cent of the company's managers are women. By continually developing its employees the company hopes to improve their career prospects within the Group. The Group provides extensive skills development programmes for different occupational groups. Holmen involves itself in everyday life in the municipalities where it is active, for example by sponsoring clubs and associations in the area. Furthermore there are social funds in most municipalities which are intended to develop recreational activities for the company's employees.</p>

Indirect economic impacts

EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	<p>Local significance Social assets of the forest Visit www.holmen.com to read about how Holmen invests in local communities, engages with societal development in the communities where we operate and how Holmen's forest lands benefits the general public.</p>

EC9

Understanding and describing significant indirect economic impacts, including the extent of impacts.

AR: 42-43
Local significance
Workforce reductions
Social assets of the forest

Holmen operates within the EU and is not a dominant employer in the sense meant by the indicator. We firmly believe, however, that in addition to our core business we contribute to economic development through investments, research and development, sponsorship and cooperation with companies and organisations in several of the places where Holmen operates.

EN1-30. Performance Indicators - Environmental

Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Materials						
EN1	Materials used by weight or volume.	AR: 92-93 Wood procurement				
EN2	Percentage of materials used that are recycled input materials.	AR: 9, 19, 35, 92-93 Waste Sustainable products Recovered paper				
Energy						
EN3	Direct energy consumption by primary energy source.	AR: 26-27, 35, 92-93 Energy Sustainable products				
EN4	Indirect energy consumption by primary source.	AR: 35, 92-93 Energy Sustainable products				
EN5	Energy saved due to conservation and efficiency improvements.	AR: 34-35, 92-93 Energy Sustainable products				
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	AR: 6-9, 15, 18-27, 34-37, 41 Waste Energy Sustainable products Environmental responsibility - working practices Environmental protection expenditure Recovered paper Forest, products and work on climate change Instruments in the area of climate change Permits and certifications Water				
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	AR: 34-35, 41, 92-93 Energy Sustainable products Transport				

Water		
EN8	Total water withdrawal by source.	AR: 92-93 Sustainable products Water Almost 100 percent of the water that Holmen uses in its production is surface water (lakes and rivers).
EN9	Water sources significantly affected by withdrawal of water.	AR: 92-93 Sustainable products Water The use of water and the emissions from Holmen's mills are not considered to have any affect on Ramsar-listed wetlands.
EN10	Percentage and total volume of water recycled and reused.	AR: 35, 92-93 Sustainable products Water
Biodiversity		
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	AR: 22-25 Concern for nature Social assets of the forest Water The location of Natura 2000 objects are included in Holmen Skog's forest planning system and can be found at Natura 2000. Holmens does not have any activities in protected IUCN areas, Categories 1-6. Conservation plans describing how the areas are protected, are available on www.holmen.com/forest . Maps of set aside stands are available from the district offices. Researchers and official bodies have been given access to all the set aside stands, both as maps and as digital GIS layers. The most valuable stands, known as key biotopes, have been accessible on the Swedish Forest Agency's website for several years. The content of the conservation plans and which stands are to be set aside are reviewed every five years. All set aside stands are available on Holmen Skog's website.

EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	AR: 24-25, 93 Own forests create future strength Concern for nature Social assets of the forest Water See also indicator EN 11.
EN13	Habitats protected or restored.	AR: 24-25 Discontinued operations Concern for nature Social assets of the forest See also indicator EN 11.
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	AR: 22-25, 34-36 Own forests create future strength Sustainability goals Environmental responsibility - working practices Concern for nature Organisation and joint action Policies and guidelines Social assets of the forest Permits and certifications Wood procurement Water Holmen's industrial activities require a permit from the environmental authorities. The requirement for a precautionary approach is therefore met. In addition to this Holmen has certified environmental management systems and the units are required to set up environmental objectives and report on fulfillment and progress. The forestry operations are certificated according to an environmental management system and according to the forestry standards outlined by FSC® and PEFC. This ensures that Holmen is actively working in order to contribute to the fulfillment of the 16 national environmental quality objectives.

EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	AR: 24 Such habitats are set aside, or managed to promote such species. See also indicator EN11 and EN12.			
Emissions, effluents and waste					
EN16	Total direct and indirect greenhouse gas emissions by weight.	AR: 34-36, 37, 92-93 Direct emissions of carbon dioxide are by far the most important greenhouse gas for Holmen. Data on pages pages 34-36, 37 and 92-93 in Holmen Annual report 2012 including sustainability report are given for direct emissions from mills and indirect emissions from transports, production of raw materials and from purchased thermal and electric energy.			
EN17	Other relevant indirect greenhouse gas emissions by weight.	AR: 34-36, 92-93 Transport Emissions of carbon dioxide are by far the most important greenhouse gas for Holmen. The reporting principles are supposed to be developed in accordance with the work to fulfill the demands in CDP - Carbon Disclosure Project. Holmen participates in this international project by replying to an annual questionnaire on energy use and emissions of carbon dioxide. All relevant indirect carbon emissions are reported in indicator EN16. Carbon dioxide emissions from business travel are approximately 1 500 tonnes per year. Emissions from business travel corresponds to 0,2% of the total emissions of fossil carbon dioxide from the production of Holmen's products. A new calculation of emissions from business travel will be performed in 2015, at the latest.	Emissions from business travel	Not available	2015

EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	AR: 5, 9, 11, 14-15, 19-22, 24-27, 34-37, 41 Energy Forest, products and work on climate change Instruments in the area of climate change Transport		
EN19	Emissions of ozone-depleting substances by weight.	The use and emissions of refrigerants is reported annually to the environmental authorities. Refilled amount in 2012 was 150 (171) kg. Off which 15 kg HCFC and 135 kg HFC.		
EN20	NOx, SOx, and other significant air emissions by type and weight.	AR: 35, 92 Emissions of NMVOC (non-methane volatile organic compounds), CH4 and N2O were measured/estimated to be 1867 (1784) tonnes, 43 (80) tonnes and 65 (62) tonnes respectively in 2012.		
EN21	Total water discharge by quality and destination.	AR: 35, 92-93 Water Water environment Braviken Paper Mill Water environment Hallsta Paper Mill Water environment Holmen Paper Madrid Water environment Iggesund Mill Water environment Workington Mill Water environment Iggesund Sawmill Water environment Braviken Sawmill		
EN22	Total weight of waste by type and disposal method.	AR: 35, 92-93 Waste Chemicals Environmental protection expenditure		
EN23	Total number and volume of significant spills.	No such incidents during 2012.		
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	AR: 92-93 Waste Holmen's business generates very small amounts of hazardous waste, about 0,001% of the total waste generated. The hazardous waste is disposed of by an authorized collection and recovery contractor. Oil-containing waste from docking ships is dealt with at port facilities at three Holmen units.	Not applicable	Holmens operations does not include activities that is referred to in the indicator.

EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	AR: 24 Concern for nature Social assets of the forest Water Water environment Braviken Paper Mill Water environment Hallsta Paper Mill Water environment Holmen Paper Madrid Water environment Iggesund Mill Water environment Workington Mill Water environment Iggesund Sawmill Water environment Braviken Sawmill
Products and services		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	AR: 5-6, 9, 11, 14-15, 19-27, 32, 34-37, 41, 92-93 Waste Own forests create future strength Energy Sustainable products Chemicals Environmental responsibility - working practices Environmental protection expenditure Human rights Concern for nature Organisation and joint action Policies and guidelines Recovered paper Forest, products and work on climate change Instruments in the area of climate change Wood procurement Water

EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	<p>AR: 92-93 Recovered paper Holmen's production takes place within Europe, and sales in this territory accounted for almost 90 per cent of the Group's turnover in 2012. 73 per cent of all paper and paperboard consumed in Western Europe during 2012 will be recovered (Source: RISI) 85 per cent of European newsprint is based on recovered fibre. Paper fibres can be used five to seven times before they become unusable. Recovered paper is now the main component in global paper and paperboard production.</p>	Not material	<p>Packaging material is managed by the customer. The majority of the packaging material consists of paper based material and it will most probably be recovered.</p>
Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	<p>AR: 36 Environmental protection expenditure No significant fines or on-monetary sanctions for non-compliance with environmental laws and regulations in 2012.</p>		
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	<p>AR: 35 Transport Also, see indicator EN 16.</p>		
Overall				
EN30	Total environmental protection expenditures and investments by type.	<p>AR: 15, 19, 41, 93 Energy Sustainable products Environmental protection expenditure Instruments in the area of climate change</p>		

LA1-14. Performance Indicators - Social, labour practices and decent work

Social: Labor Practices and Decent Work

Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Employment						
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	AR: 5, 10, 14, 18, 22, 26, 71, 91 6,9 % of the work force is on temporary contract. The proportion of employees employed on a part-time basis is low, 4,7 per cent. In view of the low figures, a more detailed breakdown lacks relevance.	Gender	Not material	In view of the low figures, a more detailed breakdown lacks relevance	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	AR: 91 Women in Holmen Workforce reductions 140 (177) employees are new hires to Holmen. The personnel turnover rates are as follows: Sweden 7,4 % = 216 employees, of which 153 men and 63 women. Ages: 20-29: 9; 30-39: 35; 40-49: 33; 50-59: 17; 60-: 122 Spain 26,4 % = 92 employees, of which 64 men and 28 women. Ages: 20-29: 9; 30-39: 34; 40-49: 29; 50-59: 10; 60-: 10 Great Britain: 3,8% = 16 employees, of which 12 men and 4 women. Ages: 20-29: 2; 30-39: 4; 40-49: 5; 50-59: 2; 60-: 3 France: 4,2% = 1 employee, of which one woman. Ages: 20-29: 1 Netherlands: 3,7% = 5 employees, of which 3 men and 2 women. Ages: 20-29: 1; 30-39: 2; 40-49: 1; 50-59: 0; 60-: 1 Italy: 14% = 1 employee, of which one woman. Ages: 40-49: 1 Poland: 25% = 1 employee, of which one woman; Ages: 30-39: 1 Other regions; Estonia, Germany and Switzerland: 0 employees leaving the company Total: 8,5% = 331 employees, of which 232 men and 99 women. The personnel turnover for the Group in 2012 was 8,5%.				

LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Temporary employees are offered the same conditions as fixed employees in most areas. For example; collective health care and accident insurance, pension plan, holidays, lunch to favourable price etc. Rules regarding dismissal of staff and stock option programmes are among the few benefits that are not provided to temporary employees.			
LA15	Return to work and retention rates after parental leave, by gender.	<p>Holmen's operations are located within the EU. All the employees are entitled to take parental leave according to EU legislation or national legislation if the conditions are better for the employees. In Holmen's policy for gender equality and diversity it is stated that "Managers at Holmen must take active measures that enables all employees to combine work with parental responsibility. By this we mean measures facilitating parental leave or leave to care for children when they are ill and planning meetings, business trips and training in an optimal way. Employees on parental leave must also be given the opportunity to contact and receive information from their workplace".</p> <p>Holmen Group: Number of women on parental leave in 2012 was 199. Corresponding number of men was 546.</p>	Return to work och retention rates per gender	Not available	2013
Labor/management relations					
LA4	Percentage of employees covered by collective bargaining agreements.	AR: 40, 91 Union co-operation			
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	<p>Union co-operation Workforce reductions Dismissal of staff is managed in line with collective agreements and is preceded by negotiations with the trade unions. Shortest notice period is 1 month which will increase with number of years of employment. For example in Sweden the notice period is 12 months after the age of 55 (with ten years of employment). If possible, the company offers early retirement to employees at the age of 60.</p>			

Occupational health and safety

LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	<p>AR: 39 Health and safety</p> <p>All production employees are given training in the work environment, safety and security. All employees have access to a company health service that provides rehabilitation and supports return to work. Regular health checks are also offered for more than 90% of the employees so that they can detect early onset of disease. All Holmen's mills record and follow up accidents and incidents. At each mill there are worker health safety committees including up to 10 employees per unit. Those committees represent more than 90% of all the employees in Holmen.</p> <p>The Group has established clear targets for reducing the number of accidents. Safety is followed up in the Holmen Employee Survey.</p>
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LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	<p>AR: 39, 91 HR-work Health and safety Sick leave per country Sweden; Sick leave: 3,7%. Men: 3,4% and women: 4,9%. Great Britain; Sick leave: 1,7%. Spain; Sick leave: 3,0%. Men: 2,2% and women: 0,8%. France; Sick leave: 4,9%. Men 4,6 %and women: 0,3%. Netherlands; Sick leave: 4,0%. Men: 3,8% and women: 2,8%. Italy; Sick leave 1%. Men: 0,9% and women: 0,1%. Germany; Sick leave 4,0%. Men: 5,6% and women: 2,6%. Estonia; Sick leave 2,2%. Men:1,8% and women: 0,4%. Switzerland; Sick leave 16%. One man: 16%. Poland; Sick leave 0,4%. Men: 0% and women:0,6%. Industrial accidents with 8 hours or more absenteeism per unit. Braviken Paper Mill; 16 Hallsta Paper Mill; 25 Holmen Paper Madrid; 9 Carpa; 2 Iggesund Mill; 14 Workington Mill; 1 Sheeting station; 4 Iggesund Saw Mill; 2 Braviken Saw Mill; 1 Other units; 0 Group total: 74 Industrial accidents with 8 hours or more absenteeism per 1000 employees (74/3902): 19,0 One industrial accident with fatal outcome (a woman) occurred at a Iggesund Mill in Sweden in July, 2012.</p>	<p>Breakdown of gender and region regarding industrial accidents.</p> <p>Separate reporting of lost day rate per gender and region.</p>	Not available	<p>Working accidents are presented per 1 000 employees. From Holmens point of view this is easier to understand than accidents per 1 million working hours. This is also in accordance with the routines outlined by other companies in the Swedish pulp and paper industry. The rate of sickness absence caused by working accidents is included in the data presented for rate of sickness absence. Occupational diseases are hard to follow up. They end up under sick leave and are therefore not stated separately. Recurrent periods of sick leave result in a rehabilitation review, which usually determines the cause.</p>	2014
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LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Holmen's main market is in Europe, which is where all the employees have their place of employment. In view of this, the Group does not regard it as relevant to provide training in serious diseases for its employees and there families.	Not material	Holmen's main market is in Europe, which is where all the employees have their place of employment. In view of this, the Group does not regard it as relevant to provide training in serious diseases for its employees and there families.
LA9	Health and safety topics covered in formal agreements with trade unions.	Union co-operation		
Training and education				
LA10	Average hours of training per year per employee by gender, and by employee category.	<p>AR: 38-40 Development of skills Information can only be reported regarding the Swedish operation. Sweden; Total hours of education/ blue collar: 34704 Total hours of education / white collar: 23885 Average hours of education / blue collar: 19 Average hours of education / white collar: 21,7 Total hours of education /men: 47380 Total hours of education /women: 10476 Average hours of education /men: 20,1 Average hours of education / women: 18,6</p>	Other countries than Sweden	Not available
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	<p>AR: 38-40 Development of skills Leader development HR-work Employee surveys</p>		
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	<p>The frequency of performance reviews is followed up in Holmen's employee survey. The survey is conducted every second year. The next will be in 2013. The most previous survey in 2011 showed that 79% of the women and 78% of the men had received their annual performance review.</p>		

Diversity and equal opportunity

LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	<p>AR: 39-40, 48-50, 71, 91 Women in Holmen Sweden 2994 employed – 1098 white collar employees (293 women/805 men), 1895 blue collar employees (275 women/1620 men).</p> <p>Age distribution – 20-29:215 employees, 30-39:573, 40-49:798: 50-59:1008, 60-:400)</p>	Employee category per age group	Not available	<p>Swedish legislation prohibits registration of ethnical or minority belonging. 2013 Hence Holmen does not collect nor report such information.</p>
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Equal remuneration for women and men

LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	<p>Women in Holmen Significant locations of operation refers to all mills in Sweden, the UK and Spain and the sales office in the Netherlands.</p> <p>Holmen strives to increase the proportion of women among its employees. It goes without saying that men and women should have equal opportunities to increase their salaries, and among blue collar employees, local agreements guarantee the same pay for all those performing the same tasks. The principle that all blue collar positions are placed in different salary grades and that fixed salary supplements are payable on the basis of time of employment and skills diversity, means that gender-neutral pay setting is applied.</p> <p>For white collar employees, pay is set on an individual basis. Salary surveys are performed every three years in Sweden in collaboration (in compliance with Swedish legislation) with union representatives, to guarantee that differences in salary for both identical and equivalent positions can be explained using gender-neutral arguments. If gender-related pay differentials are identified in connection with this analysis they are corrected.</p>			
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HR1-11. Performance Indicators - Social, Human Rights

Social: Human Rights

Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
HR1	Investment and procurement practices	AR: 32-33, 43 Human rights				
	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	In 2011 Holmen performed a study in order to identify potential suppliers and customers that can create a risk to Holmen regarding not living up to the expectations furnished by the commitment to UN Global Compact. The survey showed that the risk could be assessed as low. Despite this result, work on a Supplier Code of Conduct started at the end of 2012. Human rights will constitute one of the main parts of the Supplier Code of Conduct. The Code of Conduct is also meant to be used in screening of customers. An audit plan for suppliers will be drawn up when the Supplier Code of Conduct is in place. An undesired behavior by a business partner (now former) took place in 2012 linked to the business area Holmen Skog (forestry). As part of the purchasing process within the business area contractors must certify that the workers will be paid according to Swedish labour market standards. All contractors are controlled by the Swedish union of forestry, wood and graphical workers (GS). The contractors must also be PEFC-certified and controlled by an external accountant. Holmen immediately started reviewing the internal routines, purchasing procedures and supplier assessments to ensure that such a situation cannot occur again on Holmen forest land. 100% of the contractors working on Holmen forest land will be screened in 2013.				

AR: 23-33, 42-43
Human rights

HR2

Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.

In 2011 Holmen performed a study in order to identify potential suppliers and customers that can create a risk to Holmen regarding not living up to the expectations furnished by the commitment to UN Global Compact. The survey showed that the risk could be assessed as low. However, due to undesired behavior by a business partner (now former) in 2012 that analysis and conclusion might be revised. In 2012 the work on a Supplier Code of Conduct continued. The type and frequency of applicable review is not yet decided.

See indicator HR 1.

Until today Holmen has not considered such training beyond the group's policies as relevant given the locations and nature of the business. Given the changes of workforce and outsourcing downstream Holmen's value chain this situation will change.

HR3

Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.

In connection to the implementation of Holmen's Supplier Code of Conduct, activities will be carried out in order to increase the basic understanding and knowledge of human rights. Training will first of all be devoted to employees working in purchasing departments. Regarding indicator HR1 and HR2 actions taken within the business area Holmen Skog are reported. All employees working in close connection with contractors working on Holmen forest land will from now on be trained on issues related to human rights.

Total hours of employee training and percentage of employees trained. Not available

2014

Non-discrimination

AR: 38

Women in Holmen

Human rights

Holmen performs an employee survey every second year. The latest survey in 2011 addressed discrimination. The next survey will be performed in 2013. The 2011 result showed that 5% of the female employees within Holmen at some point had felt discriminated due to gender. In total the survey showed that 3 % of Holmen's employees felt discriminated due to either ethnicity, physical disabilities or due to age.

HR4

Total number of incidents of discrimination and corrective actions taken.

Responsible manager presents the results to the employees. The issue of discrimination must be managed with integrity. Therefore the issue is taken care of in different ways, given the circumstances. Employees that has reported on an incident of discrimination is given the possibility to discuss the issue either with a selected "confidence person" or with a colleague representing a trade union. If possible and suitable, meetings are arranged with the employee that has reported on incident of discrimination and the employee that is reported as responsible for the discriminating action. Local HR-departments are obliged to follow up that every issue is taken care of.

Freedom of association and collective bargaining

HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	AR: 1, 33, 43 Human rights
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Child labor

HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	AR: 1, 33, 43 Human rights
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Forced and compulsory labor

HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	AR: 1, 33, 43 Human rights
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Security practices

HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not relevant. See comment.	Not applicable.	Holmen does not employ the type of security/safety personnel referred to in the indicator. The indicator is thus not relevant for Holmen to report on.
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Indigenous rights

HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	No such incidents during 2012.
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Assessment

HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	<p>AR: 1, 5, 6-11, 14-15, 18-19, 22-27, 43 Human rights Historically Holmen has made the judgment that the Group's operations inherent little risk of violating human rights or contributing to human rights violations given its location in Europe. The follow up of legal compliance, employee surveys and implementation of corporate policies has been considered as sufficient. Today, given the changes of workforce and outsourcing downstream in the value chain, Holmen is developing its Supplier Code of Conduct. In connection to the implementation of the Code of Conduct, activities will be carried out in order to increase the basic understanding and knowledge of human rights. See indicator HR1, HR 2 and HR 3.</p>
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Remediation

HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	<p>No formal grievances related to human rights have been filed, addressed and resolved through formal grievance mechanisms during 2012. However, during the the end of the year it became known that a former contractor to Holmen had acted in a wrongful way regarding fulfilling contracts with sub-contractors, while acting on behalf of Holmen (among other). The issue was resolved in February 2013 through negotiations between relevant employer organization and union organization.</p>
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SO1-10. Performance Indicators - Social, Society

Social: Society

Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Local communities						
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	AR: 34-35, 42-43 Stakeholders Local significance Human rights Organisation and joint action Policies and guidelines Social assets of the forest These matters are regulated in the mandatory permits for each unit within Holmen. The permits are issued by the environmental authorities. Holmen's compliance with these permits is closely monitored by the authorities.				
SO9	Operations with significant potential or actual negative impacts on local communities.	AR: 22-27, 42-43, 92-93 Sustainable products Local significance Environmental responsibility - working practices Human rights Concern for nature Policies and guidelines Forest, products and work on climate change Social assets of the forest Wood procurement				
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	AR: 22-27, 31-37, 40-43, 92-93 Local significance Concern for nature Forest, products and work on climate change				

Corruption

SO2	Percentage and total number of business units analyzed for risks related to corruption.	<p>AR: 43 Human Rights</p> <p>The Group policy on bribery and corruption was revised in 2012. A plan will be designed on how to analyse risks at business units and how to continue the work to analyse risks at suppliers and customer in countries that are classified internationally as "high-risk countries". Please also see SO3. In 2011 Holmen performed a study in order to identify potential suppliers and customers that can create a risk to Holmen regarding not living up to the expectations furnished by the commitment to UN Global Compact. The survey showed that the risk could be assessed as low.</p>	Not available	<p>The Group policy on bribery and corruption was revised in 2012. A plan will be designed on how to analyse risks at business units and to continue the work to analyse risks at suppliers and customer in countries that are classified internationally as "high-risk countries". Please also see SO3.</p>
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SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	<p>Holmen has a policy on bribery and corruption. Affected employees (employees identified as at risk), including all employees within Holmen purchasing function. This group has consequently received information on how to act in relation to bribery and corruption. All employees within the Holmen purchasing function have signed that they have read the Group policy on bribery and corruption and declared that they carefully will consider the meaning and purpose of any favors/ benefits offered to them. The Group policy on bribery and corruption was revised in 2012. All employees within Holmen purchasing function will complete a training session. A plan will be designed on how to analyse risks at business units and to continue the work to analyse risks at suppliers and customers in countries that are classified internationally as "high-risk countries".</p>		
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SO4	Actions taken in response to incidents of corruption.	No such incidents during 2012.
Public policy		
SO5	Public policy positions and participation in public policy development and lobbying.	Holmen is not involved in public policy development or lobbying.
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Holmen is not involved with political parties. Political activities are not permitted at Holmen workplaces. This applies to employer and employees alike. No financial contributions to political parties or politicians have been made during 2012.
Anti-competitive behavior		
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	No such incidents during 2012.
Compliance		
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	No such incidents during 2012.

PR1-9. Performance Indicators - Social, Product Responsibility

Social: Product Responsibility

Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Customer health and safety						
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	AR: 9, 37, 41 This indicator has most relevance for the business area of Iggesund Paperboard. The management systems have policy and procedures to monitor the aspects of health and safety for the use of the board products. The products are suitable for food contacts applications and comply with the relevant legislations in Europe, United States as well as in the countries where the products are marketed. Each individual component in the board is assessed based on health and safety, environmental impact and compliance with product safety regulations.				
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	This indicator has most relevance for the business area of Iggesund Paperboard. No such incidents occurred during 2012.				
Product and service labelling						
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	AR: 36 Wood procurement With regard to product safety, this indicator has most relevance to the business area of Iggesund Paperboard. Each customer can by request receive a Product Safety Certificate stating compliance with products safety regulations for the intended use of the board.				

PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	AR: 36 This indicator has most relevance for the business area of Iggesund Paperboard. No such incidents occurred during 2012.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	AR: 42 Customer surveys Holmen conducts customer satisfaction surveys, in 2012, around 400 customers expressed their opinions on Holmen. Iggesund Paperboard, Holmen Paper, Holmen Skog and Holmen Timber are conducting such surveys frequently. The choice of method for gathering the data has been in-depth telephone interviews and/or questionnaires. Examples of matters that are addressed in the surveys are product quality, service level, punctuality and quality of delivery etc. The survey results are evaluated and used in order to improve the customer offer.
Marketing communications		
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	By virtue of its affiliation to the Swedish Advertisers' Association and the Swedish Advertising Association, Holmen supports the ethical principles these associations apply. Holmen does not offer any products that are subject to debate or are in violation of these codes. Compliance with applicable codes is reviewed on yearly basis.
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	No such incidents during 2012.
Customer privacy		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	No such incidents during 2012.
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	No such incidents during 2012.