

AKTIA PLC

# CORPORATE SOCIAL RESPONSIBILITY REPORT 2012



**Aktia**

Bank | Asset Management | Insurance | Real Estate Agency

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# Long traditions of social commitment

Aktia has long traditions of social commitment. Aktia has its roots in the Helsinki Savings Bank, which opened its doors in 1826. Even at that time, the bank's basic premise was to offer its customers safe deposit accounts and interest on their deposits. Operations were based on care for the local community and for the customers, whom the bank wanted to give the opportunity to build a better life. Since then, the bank has been an important and active player in social development.

The mainstay of Aktia's operations is that they are local. Our branch offices are close to our customers – in the cities, and in the countryside. Aktia and the savings bank foundations are important players in our operating areas, and company profits are channelled back to the local communities through them.

The financial sector has defined how the market shall put social responsibility into practice. The principles for sustainable development are observed and good banking and insurance practices are applied.

Aktia's corporate social responsibility is defined as how the company's

daily activities influence society, from economic, environmental, and social perspectives. Corporate social responsibility is an integrated part of business operations, and since 2010 Aktia has reported the measures taken to support sustainable development.

Aktia reports on social responsibility once a year. The report covers major events during the calendar year, and their effects on both the company and society.

Aktia's Corporate Social Responsibility Report is based on the activities of the entire group, and serves as a complement to Aktia's financial reports and data. Aktia endeavours to apply the international Global Reporting Initiative (GRI) model, but at present, these GRI recommendations are followed only for certain applicable areas. The report is not guaranteed to be fully compliant. The report can be downloaded from [www.aktia.fi](http://www.aktia.fi). Questions and comments regarding the report can be directed to [kommunikation@aktia.fi](mailto:kommunikation@aktia.fi).

# Responsibility characterises our daily work

The economic development is still challenging in Europe, which is especially significant for the financial sector. The rating agencies have lowered the profitability outlook for banks, thus influencing costs for borrowing in the sector. The new regulations put high demands on the banks and have long-term effects on the whole financial sector.

Target-oriented cost-consciousness is needed to meet the future challenges. In 2012 Aktia continued to adjust its cost structure to enable profitable growth in the Group. During the year, we have also reorganised operations to better comply with current needs. In the coming 2–3 years Aktia will go through a significant structural change in order to improve competitiveness. Aktia is well prepared for the change, and we continue our efforts to increase customer satisfaction. During this process, our aim is to take good care of all stakeholders and service their needs and interests.

During the year, several development projects were carried out to improve sustainability in Aktia's operation. At the beginning of 2012, Aktia launched a new online bank, offering customers both new and familiar functions for easy handling of bank and insurance matters. The Netbank was developed further during the year in order to be able to offer what the customers need, and the response among our customers was positive.

A well-functioning, comprehensive and secure online bank makes banking easier for the customers, and enables more efficient and eco-friendly ways of communication between Aktia and the customers. Customer service is no longer only provided in branch offices or in certain office hours. The Netbank is an increasingly important service channel for Aktia's customers, and our efforts to develop it will be continued. We have also made efforts to improve our telephone services further, and can now help our customers in banking and insurance matters to a greater extent. Aktia Customer Service operates weekdays between 8 am and 8 pm. Customer behaviour is in constant change, and it is important for us to develop our web and telephone services to meet our customers' needs.

Aktia's customers are satisfied customers, of this we have proof from several customer satisfaction surveys. Still we work hard to continue improving our customer service. Aktia wants to play a part in the customers' lives and be there to give advice in different stages of life. During the year some 53,500 private customers have had a Dialogue with our customer service staff. Since the launch of Aktia's Dialogue concept, 52 per cent of all customers have participated in the Dialogue, where the



customer's finances are mapped and focus is put on future sustainable development. In these financially unstable times, it is important for Aktia to contribute to that our customers' finances are safe and stable.

In 2012 Aktia Asset Management shared first place in a survey on asset management services to institutional investors in Finland. The survey was made by Scandinavian Financial Research (SFR). We have had good results in the surveys since 2010.

Our aim is to improve competitiveness and become the Finnish champion of customer services in selected customer segments in 2015. Aktia continues to strive for efficient and customer-friendly service, and to provide financial solutions for households, business owners, small businesses and institutions.

Aktia's social responsibility has long traditions, and we have always been near our customers. This is how we aim to continue. We strive to take our responsibility in the best possible way in a continuously changing society. As a company, we want to be up-to-date and to meet the needs presented to us. We want to be accessible both on the web and in our branch offices. We want to participate in the efforts for a financially, socially and environmentally sustainable future.

Jussi Laitinen  
CEO

# Aktia Group

Aktia is today the oldest of Finland's now existing deposit banks, offering a wide range of products, services and solutions covering banking, asset management, insurance and real estate agency services. Aktia's geographical operating area includes coastal areas, the Helsinki region, and certain bigger inland cities. The head office is in Helsinki.

Aktia's ownership structure is that of a public utility. Aktia is owned by Finnish Aktia and savings bank foundations, institutions and private individuals. The largest stake, at just over 40 per cent of the shares, is held by the Aktia and savings bank foundations.

Aktia's business operations are divided into three business segments: Banking Business, Asset Management and Insurance. The Banking Business encompasses Aktia Bank plc, Aktia Real Estate Mortgage Bank plc, Aktia Corporate Finance Ltd and Aktia Real Estate Agency Ltd. Asset management comprises the private banking operation and the subsidiaries Aktia Fund Management Company Ltd, Aktia Asset Management Ltd and Aktia Invest Ltd. The segment Insurance entails Aktia Life Insurance Ltd.

Since the end of 2009, Aktia has been listed on the NASDAQ OMX Helsinki exchange, where A and R series shares are traded. As at 28 December 2012, the closing price for an A share was EUR 5.80 and for an R share EUR 7.50, indicating a market value of approx. EUR 420 million for Aktia plc. The highest quotation for the A share in the year was EUR 6.00 and the lowest EUR 4.34. The highest for the R share was EUR 8.50 and the lowest EUR 6.75.

## Aktia – strong impact in society

Aktia's comprehensive range of financial products are the base of the our social responsibility.

### Banking Business

Aktia's branch offices are situated in the coastal area, but there are branch offices also in Tampere and Oulu. Banking Business is the largest segment in the Group, currently employing approximately 1,177 persons serving Aktia's approximately 300,000 customers. Aktia sees a per-

son in every customer, and the bank's aim is to safeguard our customers' finances. For this we use Aktia Dialogue where the customers' current situation and future dreams are mapped out.

### Insurance

Aktia provides comprehensive insurance services both in life insurance and non-life insurance. Aktia has its own life insurance business and sells non-life insurance provided by Folksam General. Aktia always carries out a dialogue about the customer's insurance need in order to safeguard the customer's property and stable finances.

### Asset Management

Asset Management is integrated in the Aktia Group and takes responsibility for services to institutional investors and wealthy private customers, but also produces and manages mutual funds and provides asset management services to all customer categories in the Group. Aktia Asset Management entails Aktia Private Banking, Aktia Fund Management Company Ltd, Aktia Asset Management Ltd and Aktia Invest Ltd.

# Values guide actions

Aktia's mission is to develop and sell customer-oriented banking and insurance services and create added value for our customers, shareholders and the local community. Aktia's mission and values stress social responsibility and form the basis of what we believe is right and where we believe our priorities should lie. These values also govern our actions.

Aktia aims to operate a responsible business by offering both financial and insurance services that are profitable, reliable and effective.

Aktia's core values emphasise responsibility and security. We adopt a

responsible approach to our customers, shareholders and our local community by acting profitably, reliably and ethically. Active and close customer contact increases customers' confidence in Aktia, and creates an atmosphere of security. Aktia sees a person in every customer. Our focus is on the individual, and we take responsibility for the world in which we live and operate. We take our responsibility towards our clients in that we offer them our know-how and our products to enhance their safety. The way we do this is through close and active contact with our customer and the fact that we see our customers as individuals with different needs.

## Responsibility

We adopt a responsible approach to our customers, shareholders and our local community by acting profitably, reliably and ethically.

### Security

We provide our customers with security and ensure, by means of controlled risk-taking, that Aktia is a secure employer and partner

### Customer closeness

The staff at our local branches provide personal customer service in a respectful manner

### Active approach

We are modern and active, and we are committed.

### Individuality

We respect each individual – customers and colleagues alike. Togetherness, competence and job satisfaction are important cornerstones of One Aktia

# Interaction with stakeholder groups

Aktia's stakeholders are those who have the greatest impact on us and who are influenced the most by the company's activities. The different stakeholder groups are the company's greatest asset, as they contribute to the development of business functions. In the following the five main stakeholder groups of Aktia, their respective expectations on Aktia, and measures taken by the company to meet these expectations, are presented. In order to know the expectations of our stakeholders we keep close contact with them. Thus it is easier for us to react, prioritise and communicate to meet the expectations.

The most important stakeholder groups of Aktia are personnel, customers, owners and investors, society and media.

## Personnel

Aktia aims at an open dialogue between staff and management. Aktia has 1,177 staff. They are actively involved in planning and developing Aktia's business. Growth requires strong leadership and committed staff. Therefore, Aktia puts efforts on supporting staff in management positions, and on promoting well-being within the organisation. The aim is to maintain skills and productivity of our staff through ongoing training and attractive remuneration. Career development discussions are conducted, focusing on the current situation as well as on the expectations and career goals of the employees. Aktia provides opportunities to take on new challenges and gives training to improve skills.

## Customers

Aktia conducts an active dialogue with the customers. Through the Aktia Dialogue concept, which is based on interaction and in-depth discussion between Aktia and customers, Aktia can find the solution that best suits each customer's individual situation. Aktia offers its approx. 300,000 customers attractive, reliable and integrated solutions in the

areas of banking, insurance, asset management and real estate agency services. The product offering is under continuous development.

Aktia also provides general information through social media.

## Owners and investors

Aktia maintains close contact with its about 48,000 shareholders and with representatives of the capital market. Investors and analysts are provided with information on Aktia's financial development and activities through stock exchange releases and the website. The company also arranges regular informational meetings.

## Society

Aktia is an important part of society as an employer at local level. When necessary, we also contribute by providing expertise and advice in different contexts. Financial support is distributed to local cultural, youth and sports activities by 27 Aktia and savings bank foundations in Aktia's operational area.

## Media

We provide continuous, transparent, diverse and accurate information about our business, both in accordance with the rules imposed by the stock exchange and other regulatory reporting requirements, and on a voluntary basis. Aktia also arranges press conferences and meetings with journalists.

# Ethical investments

Aktia's ethical principles are based on the idea that businesses which operate in a responsible manner, in accordance with established norms, are more profitable in the long term than companies that do not adhere to these norms.

Our capital investments are based on ethical investment principles. These ethically sustainable principles are applied to investment funds and discretionary asset management offered by Aktia Fund Management Company Ltd and Aktia Asset Management Ltd, and to those investment services provided to institutional investors by Aktia Invest Ltd. Aktia offers customers ethically sound products, such as the Aktia Folkhälsan investment fund, which donates part of their revenue to charitable activities, and the investment funds provided by Aktia's partners, such as Swedbank Robur Ethica Environment Sweden, which apply specific ethical principles in their own investments. In addition, Aktia offers its institutional investors ethical investment funds through numerous cooperative partners.

Aktia's funds are managed in accordance with the ethical principles of Aktia Fund Management Company Ltd. These principles were adopted in 1 October 2006. The only exceptions are two interest funds investing in emerging markets, since it cannot always be judged whether the countries in these markets also follow ethical principles, and special investment funds, where we perform a general evaluation of the reputation of funds included in our offer.

Certain forms of operations, though legal, can be subject to negative effects and events such as claims for damages and unfavourable publicity, which can increase risks that are difficult to predict or quantify when investment funds make decisions. Therefore, Aktia's investment strategy is to avoid investments in such companies.

When funds invest in companies, Aktia does not perform specific analyses of the companies' environmental or ethical policies. Instead, the guiding principle is to avoid investments in certain industries. This principle generally applies to the main business activities of these companies, but secondary activities can also affect the decision. Industries not present in the funds' investment base include gambling, tobacco and weapons.

Aktia pays close attention to how companies manage social and ethical issues. No direct investments are made in companies known not to meet Aktia's standards (for example, companies using child labour or poor environmental controls).

Institutional investors have the possibility to invest according to their own specific ethical criteria. For each customer's investment portfolio, we select instruments that comply with the principles agreed with the customer in terms of ethical and responsible investment. In this way, Aktia's customers can avoid investment in companies demonstrating unethical behaviour, or give priority to companies who lead by example in environmental or ethical action.

Aktia follows accepted international conventions and norms, such as the UN Universal Declaration of Human Rights and similar UN conventions, ILO conventions, OECD Guidelines for Multinational Enterprises and the Rio Declaration on Environment and Development.

In 2010, Aktia also became a signatory to the United Nations Principles for Responsible Investment (UNPRI). By becoming a signatory to the UNPRI, Aktia is committing itself to focus on the environment, society and good asset management methods to an ever greater extent.

The UNPRI principles are primarily seen as a tool for developing Aktia Bank plc's asset management activities both in those units that manage investment funds and discretionary customer assets and in those areas where the bank's own investments are managed. The UNPRIs also mean that Aktia can assist in achieving more responsible activities in those companies in which Aktia holds shares.

Aktia is also a member of FINSIF – Finland's Sustainable Investment Forum r.y.





# Social responsibility

Aktia's social responsibility is divided into responsibility to personnel and social responsibility in general. Aktia takes social responsibility through its role in the local community as an employer, a specialist and a provider of financial services. Through its expertise and presence Aktia supports the customers in building a balanced and satisfactory life. The Group also cooperates with authorities, industry organisations, scientific societies, schools and institutions of higher learning.

## Socially responsible products

Aktia's product range includes the investment fund Folkhälsan developed to support social services in Finland: 0.5 per cent of the management fees for Aktia Folkhälsan is channelled to Folkhälsan activities. Another investment fund with social responsibility is Swedbank Robur Ethica Environment, focusing on the environment.

The product offering also includes Aktia's Environmental Loans, granted to renovation and renewal projects leading to environmentally minded improvements. The projects aim to reduce emissions or energy consumption. Environmental loans are also granted to projects involving the transition from non-renewable to renewable natural resources for energy and heat production. For these environmental loans, Aktia cooperates with the Nordic Investment Bank, which allows for more advantageous pricing of the loans.

## Support to society

Traditionally, Aktia sponsors cultural activities and sports. In 2012 Aktia sponsored the Stafettkarnevalen youth sports event. The relay carnival is a sports event gathering Swedish-speaking youth from all around Finland. Further, Aktia sponsors the sports organisation Finlands Svenska Idrott and awards scholarships to young successful athletes. In addition to sports Aktia also sponsored the musical *Kristina från Duvemåla* in 2012. The musical was a major event at Svenska Teatern.

Aktia is a part-owner of Women's Bank. Women's Bank is a community and a fund for supporting women's sustainable entrepreneurship and livelihood in developing countries. The funds given are used to finance projects that promote women's economic livelihood, skills and rights, to finance small loans, vocational training, other activities to encourage entrepreneurship and innovative pilot projects aimed at promoting women's entrepreneurship.

### Case:

The history of Wohls manor in Kirkkonummi goes back to the 17th century, and the buildings were renovated in 2012. The culturally-historical buildings have not been used as residence for some 30 years, and they were classified as problem real estate. Thanks to Savings Bank Foundation Kirkkonummi, the manor could be saved, and today there is both a restaurant and conference room.

# Responsibility to personnel

Aktia's responsibility to personnel is based on the aim to encourage its personnel to maintain their physical and mental well-being and to support their development. The personnel is Aktia's most important asset. Having motivated personnel with good health is a prerequisite for good business results.

## Recruitment

At the end of 2012, Aktia employed 1,177 persons, of whom 840 were full-time, 128 were part-time, and 150 were fixed-term employees. Other personnel amounted to 11 persons, and 48 persons were on long-term leave. Of the entire Aktia Group workforce, 32 % were men and 68 % women. The average age of personnel is 42.7 years. Sixteen persons

entered retirement during the year and their average age was 63.5. The average term of service for employees was 11.7 years.

At the end of 2012, the number of personnel was reduced by 250 compared to 2011. This was due to the sale of Aktia Non-Life Insurance Company Ltd and the transfer of 183 persons to the new company.

## Professional development

The aim of professional development is to support the company's business activities. The starting point for Aktia's activities is to create value for customers and profitability for the Group. Having a committed, ex-

pert staff is absolutely essential if we are to develop business activities in line with Aktia's strategy.

Professional development is one of the cornerstones of Aktia's human resources policy. Training aims to support employees in their daily work, make working processes easier and motivate employees to produce good results. To guarantee full service in the customer's mother tongue, employees are encouraged to study the languages spoken in Finland. The number of internal training days in 2012 was 154 (2011:161).

One of Aktia's objectives up until 2015 is to provide certain customer segments the best customer service in Finland. This objective is reflected in new goals for the professional development programme. We started by introducing role- and task-based training modules, efforts on making training flexible and close to the customer, and by integrating the general introduction of new employees as a part of the training process. One of the major changes was the training unit established at one of our branch offices, where all new employees are given efficient, and above all similar, introduction in their new duties and basic training concerning Aktia's processes and sales.

## Remuneration

Aktia's salary and remuneration system is aimed at supporting diverse expertise, collaboration and work development, taking into consideration the changed circumstances due to e.g. business development and changes in the company as well as in society. In 2012, Aktia paid a total of EUR 74.4 million in salaries, including social and pension contributions.

The continued efforts of employees are necessary for Aktia to achieve its goals. To motivate its staff, Aktia aims to transfer part of its profits to the Personnel fund each year. The profit for 2011 enables a profit-sharing provision of EUR 1.2 million to the Personnel fund in 2012. The outcome of the profit-sharing provision 2012 is projected at EUR 2.9 million (2011: 1.2).

## Well-being at work

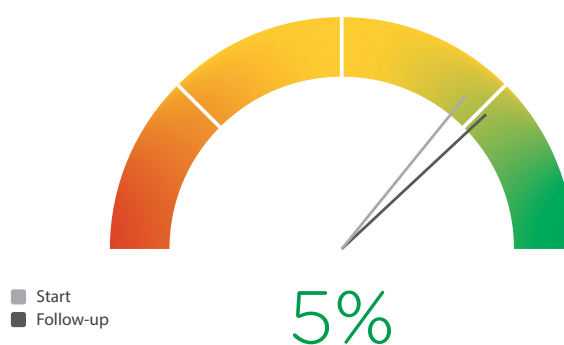
Aktia has versatile services to maintain and promote well-being at work. The aim is that all employees can enjoy their work and succeed in their tasks. Aktia strives to support employees in maintaining good health, and the individual needs of employees are taken into consideration in activities and measures to improve well-being. Actions to promote well-being at work proceed according to plan, focus in 2012 was on the needs of company management in changing circumstances as well as on promoting well-being in company units and teams. The units were encouraged to active development of operations at their own initiative.

Aktia's survey on well-being at work was conducted in the spring 2012. As a whole, well-being in the Aktia Group improved by 5% during 2010–

2012. The areas improved most were mental health, physical health and ways of life, leadership in well-being at work. Based on the results from the survey on well-being at work and the units' own activities, more than 10 new projects to promote well-being were started. The aim of these projects is to increase the personnel's ability to work, improve workplaces and prevent absence from work due to illness.

The new Health Insurance Act entered into force in 2012. The new act further improves the collaboration between employee, employer and company health care to maintain ability to work. According to the act detailed follow-up of absence from work and quick response to longer terms of absence are required. This strengthens the models already applied at Aktia. The model for early intervention was applied more frequently, and network meetings and collaboration within company health care were more effective.

As employer Aktia's most important duty is to ensure smooth running of work. This is achieved e.g. with good management, adequate skills and efficient organisation of work. In order to stress the importance of these factors, the company is constantly seeking new models for development of leadership and workplaces.

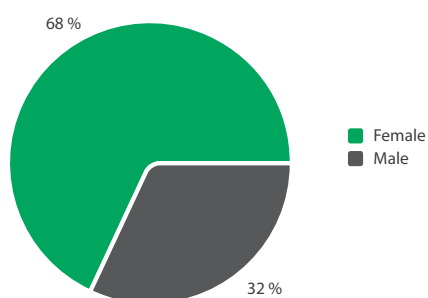


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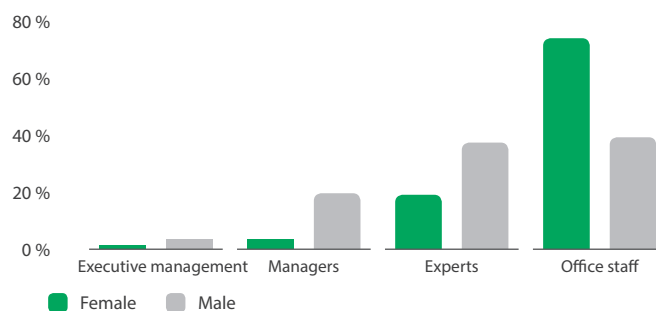
### Case:

A special feature in 2012 was the training programme Aktia Proffs. The aim of this programme was to give participants basic skills to work as customer advisors at our branch offices. Half of the participants were already employed by Aktia, and the other half new recruits. All participants found employment in the organisation after completed training.

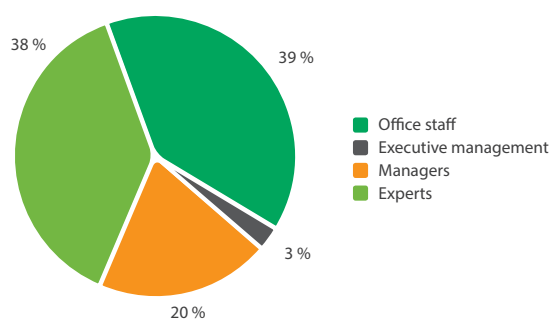
Gender balance - Group (%)



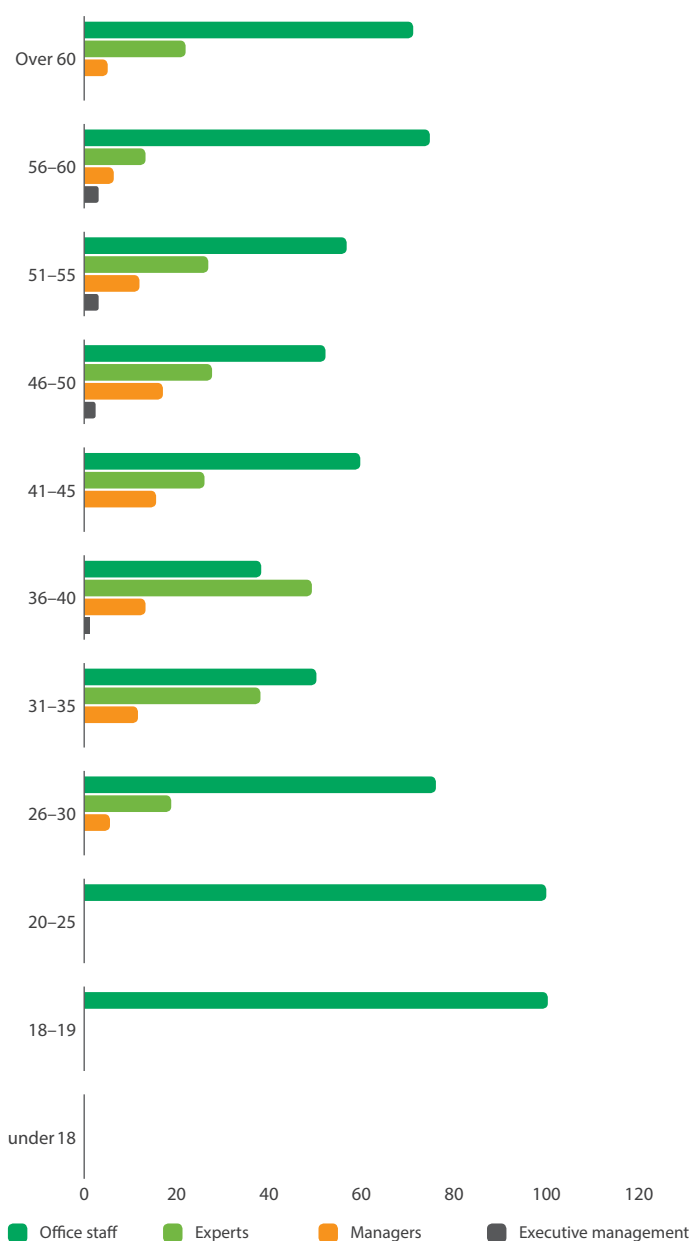
Gender balance/Recruitment



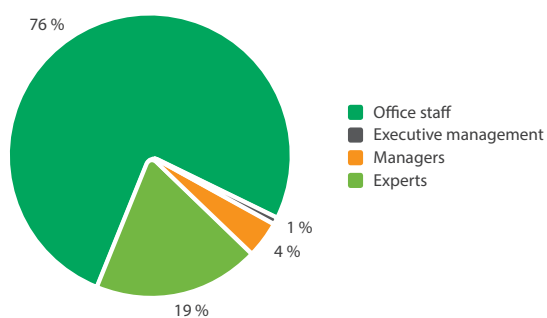
Male/Recruitment



Age/Recruitment



Female/Recruitment



	2012	2011
Full-time	840	1 022
Part-time	128	137
Periodic	150	184
Other personnel	11	12
Long-term absence	48	71
<b>Personnel total</b>	<b>1 177</b>	<b>1 426</b>

# Environmental responsibility

Aktia Group provides services, and because of this our effects on the environment are different from those of industrial companies. Aktia's impact on the environment is a result of our choice of paper, waste management, travelling and energy consumption. We work to achieve sustainable development and reduce any negative effects of our operations and our processes on the environment.

## The environment in day-to-day work

Aktia endeavours to reduce paper consumption by sending electronic mail instead of conventional letters wherever possible. Customers and other stakeholders can receive account statements, customer brochures, insurance forms, financial reports etc. by e-mail or through the Internet. Certain application and other forms are available in electronic versions to be filled out and sent through the Internet. We also try to reduce our carbon footprint by adopting coordinated mailings.

Directives, policies, handbooks and personnel information are published on the company's intranet. The majority of documentation and information is only accessible in electronic form.

## Business trips

Aktia is trying to reduce its impact on the environment in relation to business trips. For business trips Aktia encourages the use of public transport instead of private cars. Personnel are also encouraged to make use of tele and video conferencing facilities and web-based training to avoid unnecessary travel. In 2012 the use of video conferencing was made available to all personnel through their computer work station. Thus travelling to meetings reduced in 2012. When applicable, Aktia's personnel is also given the opportunity to work from home.

Business trips both in Finland and abroad are made by car, boat, train and plane. There are no significant differences in costs for the alternative ways of travelling. Domestic trips do, however, dominate the number of trips. Business trips are made by both personnel and members of Aktia's Board of Directors and Board of Supervisors.

Aktia provides leased cars to those entitled to a company car. In accordance with the leasing policy Aktia replaces the cars every three years. In this way, Aktia keeps only new cars that have the latest technology and low CO<sub>2</sub> emissions. The currently accepted highest CO<sub>2</sub> level is 160 g/kg. The accepted level for CO<sub>2</sub> emissions may be adjusted in line technical development. As the non-life insurance company is no longer part of Aktia Group, the number of company cars was reduced by 20 to 79 cars.

## Trips

	2012	2011
Total	EUR 362,426	EUR 312,590*

## Ways of transport

	2012	2011
Plane	91,4%	97%
Train	7,5%	2,2%
Boat	1,2%	0,7%
Total	100%	100%

## Trips by plane

	2012	2011
Domestic	57,8%	58%
	637st	570st
International	42,2%	42%
	283st	208st
Total	100%	100%
	920st	778st

The tables are approximate. The information is based on bookings in Aktia's electronic travel booking system.

\* Aktia started to use electronic travel booking in March 2011. The total numbers are based on trips made in nine months.

## Environmental considerations in business activities

Environmental considerations are important in Aktia's business operations. Aktia takes into account environmental considerations when granting credit, and strives to reduce the effects on the environment in its investment, insurance and corporate finance operations.

We keep in mind any impact on the environment when developing solutions and services for our customers. Customers are encouraged to manage their day-to-day banking activities electronically, and Aktia works continuously to create more opportunities for electronic management of other tasks and activities. Aktia's new online bank offers customers both new and familiar functions for easy handling of bank and insurance matters.



# Financial responsibility

Aktia stresses responsibility in all operations. Within financial responsibility this means strong capital adequacy and profit along with controlled risk.

Aktia also takes financial responsibility in lending to both private and corporate customers. This is achieved through planning the customer's finances together, so that they will remain stable also in financially unstable times. When granting housing loans, customers are required to provide 10% of the financing themselves. This is a way for Aktia to prevent customers from becoming excessively indebted.

## Stable dividend

Profitable operations provide a stable dividend for the shareholders. This is one of the prerequisites for the distribution of Aktia's contributions to society.

According to the new policy, total annual dividends paid will be 40-60% of the Group's annual net profit after tax. When the distribution of dividends is set out, targets for capital adequacy ratio, results of internal capital assessment and the Group's ambitions for growth are taken into consideration. The new policy was for the first time applied to the dividend for 2011. The Board of Directors proposes to the AGM 2013 that a dividend of EUR 0.36 be distributed to the shareholders.

## Owners' support to society

In 2012, Aktia paid approximately EUR 6 million in dividends to Aktia and savings bank foundations. Of this sum, approximately 80% was channelled back into society in the form of various assistance and contributions. Almost all Aktia and savings bank foundations contributed to local activities. The contributions vary based on the size of the foundations, but the number of recipients remains stable. Recipients work in areas such as child and youth activities, cultural activities, education etc. The foundations' contributions are essential to maintaining and developing these activities.

## Revenue distribution

The revenue distribution shows the sources of Aktia's income and how it's divided between different stakeholder groups. This also illustrates Aktia Group's role in society.

Revenue distribution	2012	2011
Net interest income	117,3	128,6
Net commission income	65,3	60,6
Premiums written and value changes in unit-linked insurance, life insurance business	97,8	95,5
Net income from investments	39,6	10,1
Other income	16,4	8,1
<b>Total income</b>	<b>336,4</b>	<b>302,9</b>
Claims paid to customers	107,8	98,4
Reinsurers' share	0,6	0,5
Customers – write-downs on credit, net	6,4	10,5
Salaries to personnel	62,0	59,1
Other operating expenses	80,7	73,5
Society, including taxes	29,0	24,6
Continued development of Aktia Group	15,9	15,4
Dividends to shareholders *)	33,3	20,0
Dividends to owners with non-controlling interest of subsidiaries	0,8	1,0
<b>Distribution of income</b>	<b>336,4</b>	<b>302,9</b>

\*) For the most part, dividends are paid to philanthropic foundations.

# G3 GRI Content index

Aktia's Corporate Social Responsibility Report has been compiled according to the G3 guidelines for the Global Reporting Initiative (GRI).

X = in this report

AR = in Aktia' Annual Report

## 1. Strategy and analysis

1.1	Statement from corporate management	x
1.2	Description of key impacts, risks, and opportunities	x

## 2. Organisational profile

2.	Name of the organisation	x
2.2	Primary brands, products and/or services	x
2.3	Operational structure of the organisation	x
2.4	Location of organisation's headquarters	x
2.5	Countries where the organisation operates	x
2.6	Nature of ownership and legal form	x
2.7	Markets where the organisation operates	x
2.8	Scale of the organisation	x
2.9	Significant changes during the reporting period	x
2.10	Awards received during the reporting period	x

## 3. Report parameters

3.1	Reporting period	x
3.2	Date of most recent previous report	x
3.3	Reporting cycle	x
3.4	Contact person for questions regarding the report	x
3.5	Process for defining report content	x
3.6	Boundary of the report	x
3.7	Specific limitations on the scope or boundary of the report	x
3.8	Basis for reporting on joint ventures, subsidiaries etc.	AR
3.9	Data measurement techniques and calculation principles	AR
3.10	Explanation of the effect of any re-statements of information provided in earlier reports	AR
3.11	Significant changes from previous reporting periods	AR
3.12	Table identifying the location of the Standard Disclosures in the report	x
3.13	Policy and current practice with regard to seeking external assistance for the report	AR

## 4. Governance, commitment, and engagement

4.1	Governance structure of the organisation	AR
4.2	The Chairman of the Board's role in the organisation	AR
4.3	Independent and/or non-executive board members	AR
4.4	Mechanisms for shareholders and employees to provide recommendations to the board or the executive committee	AR
4.5	Principles for compensation to senior executives	AR
4.6	Processes for avoiding conflicts of interests in the board	AR
4.7	Processes for determining the qualifications of board members	AR
4.8	Mission, values, Code of Conduct, etc.	x
4.9	The board's monitoring of the sustainability work	AR
4.10	Processes for evaluating the board's own performance	AR
4.11	Explanation of how the precautionary principle is applied	-
4.12	Endorsement of external voluntary codes, principles, etc.	-

4.13	Membership in associations	-
4.14	List of stakeholder groups	x
4.15	Basis for identification and selection of stakeholders with whom to engage	x
4.16	Approaches to stakeholder engagement	x
4.17	Key topics and concerns that have been raised through stakeholder engagement	-

## 5. Economic indicators

EC1	Direct economic value generated and distributed	x
EC2	Risks and opportunities due to climate changes	-
EC3	Coverage of the organisation's defined benefit plan obligations	AR
EC4	Financial assistance received from government	-
EC6	Policy, practices, and proportion of spending on locally-based suppliers	-
EC7	Local hiring and proportion of senior management hired from the local community	-
EC8	Infrastructure investments and services provided for public purposes	-

## 6. Environmental performance indicators

EN1	Materials used by weights or volume	-
EN2	Percentage of recycled input materials	-
EN3	Direct energy consumption by primary source	-
EN4	Indirect energy consumption by primary source	-
EN8	Total water withdrawal by source	-
EN11	Location/scope of land owned, hired, or used, near protected areas/areas of biodiversity value	-
EN12	Impacts of products of operations on biodiversity	-
EN16	Direct and indirect greenhouse gas emissions	-
EN17	Other relevant greenhouse gas emissions	-
EN19	Emission of ozone-depleting substances	-
EN20	NO, SO, and other significant air emissions, by weight end per type	-
EN21	Total water discharge	-
EN22	Waste by type and disposal method	-
EN23	Number and volume of significant spills	-
EN26	Initiatives to mitigate environmental impacts of products and services	-
EN27	Products sold and their packaging materials that are reclaimed	-
EN28	Fines and/or non-monetary sanctions for non-compliance with environmental laws	-

## 7. Social performance indicators

LA1	Total workforce by employment type, contract and region	x
LA2	Rate of employee turnover by age group, gender and region	x
LA3	Benefits provided to full-time employees	x

LA4	Percentage of employees covered by collective bargaining agreements	-
LA5	Minimum notice period(s) regarding operational changes	-
LA7	Rates of injury, occupational diseases, lost days, work-related fatalities, and absence	-
LA8	Education, training, prevention and risk-control programs in place to support employees	x
LA10	Average hours of training per year per employee	-
LA13	Composition of governance bodies and employees according to diversity indicators	AR
LA14	Ratio of basic salary of men to women, per personnel category	-
HR1	Investment agreements that include human rights clauses	-
HR2	Suppliers that have undergone screening on human rights, and actions taken	-
HR4	Total number of incidents of discrimination and actions taken	-
HR5	Operations where freedom of association and collective bargaining may be a significant risk and actions taken	-
HR6	Operations identified as having significant risk for incidents of child labour and actions taken	-
HR6	Operations identified as having significant risk for incidents of forced or compulsory labour and actions taken	-
SO1	Programs for evaluating the operation's impacts on communities	-
SO2	Business units analysed for risk related to corruption	-
SO3	Employees train in the organisation's anticorruption policies and procedures	-
SO4	Actions taken in response to incidents of corruption	-
SO5	Participation in public policy development and lobbying	-
	Monetary value of fines for non-compliance with applicable laws	-
PR1	Life cycle stages in which health and safety impacts of products and services are assessed	-
PR3	Types of information about products and services, required according to routines, and per cent of products and services subject to these requirements	-
PR6	Programs for adherence to laws, standards and voluntary codes for marketing communications	-
PR9	Monetary value of fines for non-compliance with regulations concerning the use of products and services	-

Production: Aktia  
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