

Svenska Spel's GRI profile

Standard indicators

		Page	Reported ● Partly reported ▸ Not reported ○
1. Strategy and analysis			
1.1	Statement from the most senior decision maker of the organisation (e.g., CEO, chairperson, or equivalent senior position) concerning the relevance of sustainability to the organisation and its strategy.	4–5, 98	●
1.2	Description of key impacts, risks, and opportunities.	17–23, 99–100	▸
2. Organisational profile			
2.1	Name of the organisation.	Omslag	●
2.2	Primary brands, products, and/or services.	25–31, 34–45	●
2.3	Organisational structure, units, business areas, subsidiaries, and joint ventures.	14–15, 34–45, 92	●
2.4	Location of organisation's headquarters.	1, 7, 93, 128, Omslag	●
2.5	Number of countries in which the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	10–13, 22, 85, 119	●
2.6	Ownership structure and corporate form.	9–10, 14, 21, 23, 46, 88, 99, 108, 120	●
2.7	Markets in which the organisation is active (including geographic breakdown, sectors served, and types of customers/beneficiaries).	10–13, 16	●
2.8	Scale of the reporting organisation, including number of employees, net revenue, total capitalisation.	2, 21, 27–45, 61, 64–66, 77, 119	●
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	3, 7, 14–16, 25, 77, 83, 98, 112	●
2.10	Awards received in the reporting period.	3, 35, 40–41	●
3. Report parameters			
Report profile			
3.1	Reporting period.	1, 21, 97	●
3.2	Date of most recent previous report.	21, 97	●
3.3	Reporting cycle.	21, 100	●
3.4	Contact person for questions regarding the report or its contents.	123	●
Report scope and limit			
3.5	Process for defining report content.	97, 99–103	●
3.6	Limit of the report.	97	●
3.7	State any specific limitations on the scope or boundary of the report.	97	●
3.8	Principles 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 organisations.	97	●
3.9	Data measurement techniques and the bases of calculations.	97, 114, 121	●
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	121, 122	●
3.11	Significant changes from previous reporting periods in the scope, limits, or measurement methods applied in the report.	108, 122	●
GRI content index			
3.12	List of contents identifying the location of the standard disclosures in the report.	124–130	●
Assurance			
3.13	Policy and current practice with regard to seeking external assurance for the report.	123, 131–132	●
4. Governance, commitments and engagement			
Governance			
4.1	Governance structure of the organisation.	46–60	●
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	54, 56	●
4.3	For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	49, 54–55	●
4.4	Potential for shareholders and employees to provide recommendations or direction to the highest governance body.	46–48, 54	●
4.5	Linkage between remuneration of the Board, senior executives and executives (including severance agreements), and the organisation's performance (including social and environmental performance).	52–53, 78–80	●
4.6	Routines and processes in place for the highest governance body to ensure conflicts of interest are avoided.	46–53	●
4.7	Routines and processes for determining what qualifications and expertise that Board members should possess in order to govern the organisation's strategy in financial, environmental and social issues.	48–49	●
4.8	Internally drawn up business missions or fundamental values, code of conduct and principles for financial, environmental and social behaviour, and how these have been introduced into the organisation.	3–5, 8–9, 16–26, 35–37, 40–43, 98–100, 106–109, 111–118, 120–121	●

Standard indicators (Contd.)		Page	Reported ● Partly reported ► Not reported ○
4.9	Routines and processes in the organisation's Board to check how the organisation has noted and managed financial, environmental and social issues (and the relevant related risks and possibilities) and which internationally agreed standards, code of conduct and principles the organisation has affiliated to and how these are observed.	46, 50–51, 58–60	●
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.		○
Commitments to external initiatives			
4.11	Explanation of whether and how the precautionary principle is addressed by the organisation.	8, 111–112, 133	●
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation has affiliated or supports.	3, 25, 59, 106–107, 114–115	●
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations.	3, 25, 59, 106, 110, 114–115	►
Communication with stakeholders			
4.14	List of stakeholder groups with whom the organisation has contact.	102	●
4.15	Principles for identification and selection of stakeholders.	102	●
4.16	Approaches to communication with stakeholder, including frequency of communication by type and by stakeholder group.	102	●
4.17	Key areas and issues highlighted via communication with stakeholders and how the organisation has managed these areas and issues, including how they have influenced the organisation's reporting.	103	●

Business ethics and security

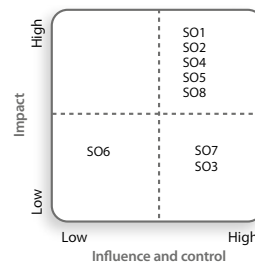
CSR governance

CSR governance in the area of responsibility for the environment can be found on page 97. Description of strategy and policy in this area is on page 106. The Finance & Accounts/Security staff unit is responsible for developing overall policies, strategies, processes, tools and key indicators pertaining to Svenska Spel's security activities. Each operational area is responsible for the control and monitoring of individual operations.

High impact – high influence

Svenska Spel has methods and procedures for minimising physical security risks associated with casino operations. Procedures are also reported here for minimising the negative social impact that the operation has in the form of gaming dependency [SO1]. Procedures for illegal gaming machines, gaming on credit, fraud and money laundering are also reported [SO1–2]. No substantial fines related to breach of prevailing legislation and regulations have been paid [SO8].

Relevance assessment



Relevance assessment

Aspect: Society		Page	Reported ● Partly reported ► Not reported ○
SO1	Nature, scope, and effectiveness of any programs and practices that access and manage the impacts of operations on communities, including entering, operating, and exiting.	111–115	●
Aspect: Corruption			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	36, 106–107	●
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.	106	►
SO4	Actions taken in response to incidents of corruption.	36, 106–107	●
Aspect: Public policy			
SO5	Public policy positions and participation in public policy development and lobbying.		○
SO6 ADD	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.		○
Aspect: Anti-competitive behaviour			
SO7 ADD	ADD Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	42–43, 61, 109	●
Aspect: Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	125	●

Economic responsibility

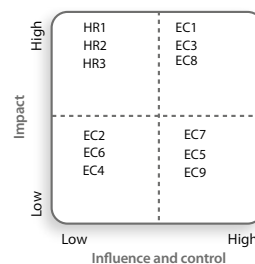
CSR governance

CSR governance in the area of economic responsibility is covered on page 97. Description of strategy and policy in this area is on page 108. The CEO is responsible for developing overall policies, strategies, processes, tools and key indicators pertaining to Svenska Spel's economic responsibility.

High impact – high influence

Svenska Spel reports revenues, costs and social investments. Social investments are Svenska Spel's direct sponsorship investments. Svenska Spel also supports the Swedish Brain Foundation's research into dependency and is establishing a research council to support research into preventative measures for gambling problems. [EC1 and EC8]. The Annual Report presents information on provisions for pensions [EC3].

Relevance assessment



Economic performance indicators

		Page	Reported ● Partly reported ◐ Not reported ○
Aspect: Economic performance			
EC1	Economic value generated and distributed, including revenue, operating costs, employee compensation, donations and other social investments, retained earnings, and payments to capital providers and the public sector.	108	●
EC2	Financial impact and other risks and opportunities for the organisation's activities due to climate change.		○
EC3	Scope of the organisation's defined benefit plan obligations.	65, 75, 78–79, 89	●
EC4	Significant financial assistance received from public sector.	75	●
Aspect: Market presence			
EC5 ADD	Scale for standard entry-level wage compared with local minimum wage at significant operating locations.		○
EC6	Policy, practices, and proportion of spending on locally based suppliers at significant operating locations.		○
EC7	Procedures for local hiring and proportion of senior executives hired from the local community in which the organisation pursues significant operations.		○
Aspect: 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.	3, 7, 26, 108–109, 126	●
EC9 ADD	Understanding and describing significant indirect economic impacts, including the extent of impacts.		○

Performance indicators for human rights

		Page	Reported ● Partly reported ◐ Not reported ○
Aspect: Investment and procurement practices			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.		○
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	106–107	◐
HR3 ADD	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.	106	◐

Social responsibility and responsible gaming

CSR governance

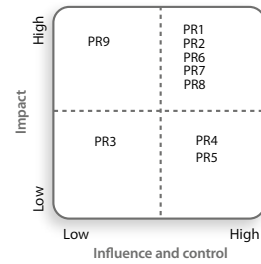
CSR governance in the area of Social responsibility is covered on page 97. A description of strategy and policy in this area is on page 111. The Information & CSR staff unit is responsible for developing overall policies, strategies, processes, tools and key indicators pertaining to Svenska Spel's social responsibility. The various parts of the organisation are responsible for the control and monitoring of their own operations.

High impact – high influence

In 2009, GAM-GaRD was introduced as a compulsory part of the product development process.

GAM-GaRD is a licence-based responsible gaming tool that helps product developers identify risk components in a game. Svenska Spel has a responsibility to prevent money laundering, fraud, underage gaming and the negative social consequences of gaming. This is reported via indicators under the business ethics and security section as well as Social responsibility [PR2]. Svenska Spel was not involved in any cases in the Swedish Market Court in 2010. Svenska Spel has adopted its own ethical guidelines as well as those of national and international forums and marketing organisations [PR6].

Relevance assessment



Product responsibility indicators

		Page	Reported ● Partly reported ◐ Not reported ○
Aspect: Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and the percentage of significant products and services categories subject to such procedures.	18, 98, 100, 111, 113, 115, 127	●
PR2 ADD	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.	36, 114	●
Aspect: Products and services labelling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.		○
PR4 ADD	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcome.		○
PR5 ADD	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		○
Aspect: Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.	25, 110, 114–115	●
PR7 ADD	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcomes.	127	●
Aspect: Customer privacy			
PR8 ADD	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.		○
Aspect: Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		○

Responsibility for employees

CSR governance

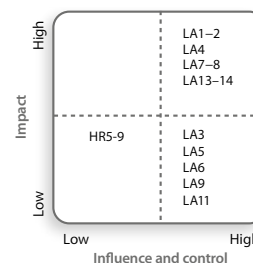
CSR governance in the area of Employee responsibility is covered on page 97. A description of strategy and policy in this area is on page 116. The Human Resources staff unit is responsible for developing overall policies, strategies, processes, tools and key indicators pertaining to Svenska Spel's employee responsibility.

High impact – high influence

Svenska Spel has six operational locations: the head office in Visby on Gotland, the office in Sundbyberg and four casino locations in Stockholm, Gothenburg, Malmö and Sundsvall [LA1–2]. All

employees in the Group are covered by collective agreements [LA4, 9]. Working environment processes are focused primarily on preventing problems associated with the high proportion of employees who meet players with gaming problems. Individual analyses and work with stress processes are implemented as needed. Continuous cooperation with the Swedish Social Insurance Office at an individual level [LA7–8]. The composition of the Board and management from a diversity perspective is reported in the Annual Report [LA13]. Svenska Spel performs annual salary reviews by region, services and gender [LA14].

Relevance assessment



Labour practices and decent work indicators

		Page	Reported ● Partly reported ▸ Not reported ○
Aspect: Employment			
LA1	Total workforce by employment type, employment contract and region.	119	●
LA2	Total number and rate of employee turnover by age group, gender, and region.	119	▸
LA3 ADD	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	119	●
Aspect: Labour/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	119, 128	●
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.		○
Aspect: Occupational health and safety			
LA6 ADD	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.		○
LA7	Rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities by region.	119	▸
LA8	Education, training, counselling, prevention and risk-control programmes in place to assist workforce members, their families or community members regarding serious diseases.		○
LA9 ADD	Health and safety topics covered in formal agreements with trade unions.		○
Aspect: Training and education			
LA10	Average hours of training per year per employee by employee category.		○
LA11 ADD	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		○
LA12 ADD	Percentage of employees receiving regular performance and career development.		○
Aspect: Diversity and equal opportunity			
LA13	Composition of governance bodies and allocation of other employees by gender, age group, minority group membership and other indicators of diversity.	54–57, 77, 119	▸
LA14	Ratio of basic salary of men to women by employee category.	119	●
Aspect: Non-discrimination			
HR4	Total number of incidents of discrimination and actions taken.	119	●
Aspect: Freedom of association and collective bargaining			
HR5	Operations identified in which the right to exercise freedom of association or collective bargaining may be at significant risk, and actions taken to support these rights.		○

Cont. Labour practices & decent work indicators		Page	Reported ● Partly reported ◐ Not reported ○
Aspect: Child labour			
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.		○
Aspect: Forced and compulsory labour			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.		○
Aspect: Security practices			
HR8 ADD	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.		○
Aspect: Indigenous rights			
HR9 ADD	Total number of incidents of violations involving rights of indigenous people and actions taken.		○

Environmental responsibility

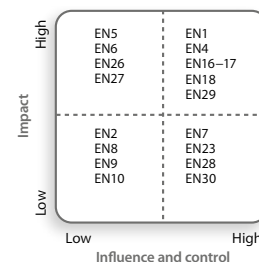
CSR governance

CSR governance in the area environmental responsibility can be found on page 97. Description of strategy and policy in this operational area is on page 120. The Information & CSR staff unit is responsible for developing overall policies, strategies, processes, tools and key indicators pertaining to Svenska Spel's environmental responsibility.

High impact – high influence

Svenska Spel is a major consumer of paper in ticket rolls, lottery tickets and office material. Reducing environmental consumption is a focus area in Svenska Spel's environmental process [EN1]. Energy consumption is largely office electricity, heating and operation of computer halls and gaming in casinos [EN4]. Transport of freight and services represents a major part of Svenska Spel's carbon emissions through transportation between Stockholm and Visby, as well as numerous overseas trips to suppliers and stakeholders in Europe, the US, Canada and India [EN16–17], [EN18], [EN29].

Relevance assessment



Environmental indicators

Environmental indicators		Page	Reported ● Partly reported ◐ Not reported ○
Aspect: Materials			
EN1	Materials used by weight and volume.	122	●
EN2	Percentage of materials used that are recycled input materials.		○
Aspect: Energy			
EN3	Direct energy consumption by primary energy source.		○
EN4	Indirect energy consumption by primary source.	122	●
EN5 ADD	Energy saved due to conservation and efficiency improvements.		○
EN6 ADD	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.		○
EN7 ADD	Initiatives to reduce indirect energy consumption and reductions achieved.		○

Cont. Environmental indicators		Page	Reported ● Partly reported ▸ Not reported ○
Aspect: Water			
EN8	Total water withdrawal by source.		○
EN9 ADD	Water sources significantly affected by withdrawal of water.		○
EN10 ADD	Percentage and total volume of water recycled and reused.		○
Aspect: 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.		○
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.		○
EN13 ADD	Habitats protected or restored.		○
EN14 ADD	Strategies, current measures and future plans for managing impacts on biodiversity.		○
EN15 ADD	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		○
Aspect: Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	121	●
EN17	Other relevant indirect greenhouse gas emissions by weight.	121	●
EN18 ADD	Initiatives to reduce greenhouse gas emissions and reductions achieved.	120–121	▸
EN19	Emissions of ozone-depleting substances by weight.		○
EN20	NOx, SOx, and other significant air emissions by type and weight.		○
EN21	Total water discharge by quality and destination.		○
EN22	Total weight of waste by type and disposal method.		○
EN23	Total number and volume of significant spills.		○
EN24 ADD	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.		○
EN25 ADD	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff.		○
Aspect: Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	120–121	▸
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.		○
Aspect: Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.		○
Aspect: Transport			
EN29 ADD	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	121	●
Aspect: Overall			
EN30 ADD	Total environmental protection expenditures and investments by type.		○