

# Supplement to Sustainability Report

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# Accounting policies for the Sustainability Report

The Sustainability Report for the SJ Group has been prepared in accordance with SJ's sustainability reporting principles. The principles are based on the third version of the Sustainability Reporting Guidelines (G3 Guidelines) issued by the Global Reporting Initiative (GRI). Essential elements of the UN Global Compact and OECD Guidelines for Multinational Enterprises have also been included.

SJ's sustainability accounting principles are based on the ten principles of the GRI G3 Guidelines. The principles are divided into two groups: four principles for determining the content, and six principles related to quality.

Contents:	Quality:
• Materiality	• Balance
• Stakeholders	• Comparability
• Context	• Accuracy
• Completeness	• Timeliness

## CONTENT

The content of SJ's sustainability efforts and this report are based on the results of our materiality analysis and related stakeholder dialogue. SJ has a diverse stakeholder portfolio, in which all of the groups have a different focus. For our customers, punctuality and the travel experience are important, for example, while overall corporate sustainability is significant for our owner.

## MATERIALITY

Our materiality analysis provides a framework for identifying and prioritising the areas that reflect SJ's most significant impact on sustainability. The analysis also helps to identify the areas that may materially affect stakeholder assessments and decisions. The basis for the assessment includes an analysis based on the guidelines of the ISO 26000 standard for social responsibility, as well as stakeholder dialogues and risk analyses.

## STAKEHOLDERS

In the Sustainability Report, SJ is required to report who the company's stakeholders are and how SJ has accounted for their expectations and interests.

SJ has a diverse stakeholder portfolio. Maintaining strong relationships and a dialogue with all stakeholders is significant for the company's development and helps us to identify prioritised sustainability issues. To meet stakeholder information needs and to assess what they consider important, SJ strives to maintain an open and constructive dialogue. This also leads to the content of the sustainability report being relevant to our stakeholders. How SJ operates in relation to the environment and its stakeholders should be based on sound business ethics, as well as consideration and respect for the individual and the environment. SJ's core values – Reliable, Simple, Humane and Enjoyable – represent the basis for what the company's stakeholders can expect of SJ.

## CONTEXT

SJ's Sustainability Report is to describe how the sustainability factors are linked to the company's long-term strategies, risks and opportunities. Information about SJ's performance is to be reported in a broader sustainability context. SJ is also required to demonstrate a good understanding of sustainability and present factual information and objective measurements of the company's development.

## COMPLETENESS

The Sustainability Report should provide stakeholders with an overall view of the operation's impact on sustainability factors. Completeness means that the Report covers all material topics

and indicators in accordance with the GRI framework. This means that activities in SJ AB, Stockholmståg KB, SJ Götalandståg AB and SJ Norrlandståg AB are included where applicable. Efforts to further integrate these operations are in progress.

## QUALITY

Qualitative and transparent sustainability reporting enables SJ's stakeholders to make accurate assessments of SJ's operations.

## BALANCE

Balance is achieved when the reporting reflects both positive and negative aspects of the operations. By also highlighting negative issues, credibility increases and areas with improvement potential are made visible, allowing for more effective sustainability efforts. Ultimately, this means that the interests of SJ's stakeholders are accounted for. SJ is also required to make a clear distinction between facts and SJ's interpretations. The Report should emphasise the aspects that SJ judges most significant.

## COMPARABILITY

SJ should present information in a manner that enables stakeholders to analyse changes in the organization's performance over time, and support comparisons with other organizations. SJ should maintain consistency in the methods used to calculate and compile data, and when explaining the methods and assumptions used to prepare the information in the Sustainability Report. Significant changes between reporting periods in terms of boundaries, scope, reporting period or other significant information should be easy to identify and understand for SJ's stakeholders. By applying the GRI G3 Guidelines – a generally accepted reporting framework – SJ is enabling comparability with other companies.

## ACCURACY

SJ's ambition is that the information in the Sustainability Report is sufficiently accurate and detailed for stakeholders to assess the company's performance.

## TIMELINESS

Timeliness means that SJ maintains a regular and well-timed reporting schedule. Sustainability information is disclosed annually when SJ's Annual Report is published. Various sustainability-related policies and GRI's content index are published on SJ's website, showing SJ's GRI Application Level and a reference to where information can be found. For information in the Sustainability Report and on the website, there are clear references to the relevant period, when the information was last updated and when it will be updated again.

## CLARITY

SJ's ambition is that the information in the Sustainability Report is understandable, accessible and usable by SJ's range of stakeholders. To achieve this, SJ uses tables and charts to clarify and illustrate the reported information.

## RELIABILITY

Anyone who reads SJ's Sustainability Report should have confidence in the information that is presented. SJ has procedures for gathering, documenting, analysing and explaining the content and processes used in the preparation of the Report. This means that the content of the Report is reliable and that the Report satisfies control requirements. SJ does not present information that cannot be reliably substantiated. The Sustainability Report is reviewed by an external auditor to increase its reliability.

# Auditors' report on the Sustainability Report

To SJ AB

## INTRODUCTION

We have been instructed by the Board of SJ AB to review SJ AB's Sustainability Report for 2014. The company has defined the scope of the Sustainability Report in connection with the table of contents of SJ's 2014 Annual Report and Sustainability Report.

## RESPONSIBILITY OF THE BOARD OF DIRECTORS AND EXECUTIVE MANAGEMENT FOR THE SUSTAINABILITY REPORT

The Board of Directors and Executive Management are responsible for preparing the Sustainability Report in accordance with appropriate criteria, which are described on page 106 of the Sustainability Report, and comprise those parts of the Sustainability Reporting Guidelines (issued by the Global Reporting Initiative (GRI)) applicable to the Sustainability Report, as well as the company's own reporting and calculation principles. This responsibility also includes the internal control deemed necessary for preparing a Sustainability Report that is free from material misstatement, whether due to fraud or error.

## AUDITORS' RESPONSIBILITY

Our responsibility is to express an opinion on the Sustainability Report based on our review.

We conducted our review in accordance with RevR 6 Assurance of Sustainability Reports, issued by FAR. A review consists of making enquiries, primarily of persons responsible for preparing the Sustainability Report, and applying analytical and other

review procedures. A review has a different focus and is substantially less in scope compared with the focus and scope of an audit pursuant to IAASB's standards on auditing and quality control, and generally accepted auditing standards. The procedures performed in a review do not enable us to obtain such assurance that we would become aware of all significant matters that might be identified in an audit. The conclusion based on a review does not therefore provide the same level of assurance as a conclusion based on an audit.

Our review is based on the criteria selected by the Board and Executive Management, which are defined above. We consider these criteria suitable for the preparation of the Sustainability Report.

We believe that the evidence obtained during our review is sufficient and appropriate to provide a basis for our opinion below.

## OPINION

Based on our review, nothing has come to our attention that causes us to believe that the Sustainability Report has not, in all material respects, been prepared in accordance with the above criteria, which have been issued by the Board and Executive Management.

Stockholm, 24 March 2015

Deloitte AB

Hans Warén  
Authorised Public Accountant

Andreas Drugge  
Expert Member, FAR

# GRI Index

As a State-owned company, and in accordance with the government's adopted guidelines for external reporting, SJ is to prepare a Sustainability Report compliant with the GRI (Global Reporting Initiative) G3 Guidelines. GRI is a global network that issues a sustainability reporting framework. For 2014, SJ chose Application Level B+ to report its sustainability performance (for more information, see [www.globalreporting.org](http://www.globalreporting.org)).

Standard disclosures and indicators	Page	Reported
<b>1. Strategy and analysis</b>		
01.01 Statement from the most senior decision-maker of the organisation about the relevance of sustainability to the organisation and its strategy.	ARSR: 4–5	●
01.02 Description of key impacts, risks and opportunities.	ARSR: 4–5, 7–10, 49	●
<b>2 Organisational profile</b>		
02.01 Name of the organisation.	ARSR: Front cover	●
02.02 Primary brands, products and/or services.	ARSR: 26–29	●
02.03 Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures.	ARSR: 29, 38–39, 51	●
02.04 Location of organisation's headquarters.	ARSR: back cover	●
02.05 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. <i>SJ operates primarily in the Swedish market. Operations are also conducted on a limited scale in Norway and Denmark.</i>		●
02.06 Nature of ownership and legal form.	ARSR: 51, 56	●
02.07 Markets served. <i>SJ operates primarily in the Swedish market.</i>	ARSR: 51	●
02.08 Scale of the reporting organisation (including number of employees, net sales, total capitalisation broken down in terms of debt and equity, and quantity of products and services provided).	ARSR: 3, 69–70	●
02.09 Significant changes during the reporting period regarding size, structure or ownership. <i>In 2014, changes included fewer employees in administration, fewer Ticket Offices and the divestment of 75 percent of SJ AB's shareholding in the Linkon AB subsidiary.</i>	ARSR: 2, 5, 35	●
02.10 Awards received in the reporting period. <i>For the fourth consecutive year, SJ topped the industry's Sustainable Brand Index survey. SJ was also named Sweden's Greenest Brand for the third time.</i>	ARSR: 41	●
<b>3 Report parameters</b>		
<b>Report profile</b>		
03.01 Reporting period for information provided. <i>The reporting period is the calendar year.</i>	ARSR: front cover	●
03.02 Date of most recent previous report. <i>The most recent Sustainability Report was published as part of SJ's Annual Report on 18 March 2014.</i>		●

Standard disclosures and indicators	Page	Reported
03.03 Reporting cycle. <i>The Sustainability Report is updated annually.</i>		●
03.04 Contact point for questions regarding the report or its contents. <i>Any questions should be directed to Ulrika Lindell, Finance, tel: +46 (0)10-751 50 84.</i>		●
<b>Report scope and boundary</b>		
03.05 Process for defining report content.	ARSR: 11, 106	●
03.06 Boundary of the report.	ARSR: 106–107	●
03.07 Specific limitations on the scope or boundary of the report.	ARSR: 106	●
03.08 Basis for reporting on entities that can significantly affect comparability from period to period and/or between organisations.	ARSR: 106	●
03.09 Data measurement techniques and the bases of calculations.	ARSR: 106, 113–114	●
03.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	ARSR: 106	●
03.11 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	ARSR: 106	●
<b>4 Governance, commitments and engagement</b>		
<b>Governance</b>		
04.01 Governance structure of the organisation.	ARSR: 56–61	●
04.02 Indicate whether the Chair of the highest governance body is also an executive officer.	ARSR: 56	●
04.03 The number of independent and/or non-executive Board members.	ARSR: 62–63	●
04.04 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body or Executive Management.	ARSR: 57	●
04.05 Linkage between compensation for Board members, senior executives and managers, and the organisation's performance.	ARSR: 48–49, 51, 53	●
04.06 Processes in place for the highest governance body to ensure conflicts of interest are avoided.	ARSR: 57–58	●
04.07 Process for determining the qualifications and expertise of the members of the highest governance body.	ARSR: 57	●
04.08 Internally developed statements of mission, values, codes of conduct and principles relevant to economic, environmental and social performance and the status of their implementation.	ARSR: 1, 10–13	●
04.09 Procedures of the highest governance body for overseeing the organisation's sustainability performance, including relevant risks and opportunities.	ARSR: 57–58	●

## Reference

ARSR: Reference to SJ's 2014 Annual Report and Sustainability Report

## Reporting

● Fully reported    ◐ Partial reported

Standard disclosures and indicators	Page	Rep- orted
04.10 Processes for evaluating the highest governance body's own performance, particularly from a sustainability perspective. <i>By producing and publishing a Sustainability Report that is subject to independent review.</i>	ARSR: 58	●
<b>Commitments to external initiatives</b>		
04.11 How the precautionary approach is addressed by the organisation. <i>The precautionary approach is described in the Swedish Environmental Code and SJ complies with this legislation in its operations when selecting materials for new trains, chemicals in maintenance workshop, and so forth.</i>		●
04.12 Externally developed social charters, principles, or other initiatives by which the organization subscribes or endorses.	ARSR: 54, 106	●
04.13 Memberships in associations and/or national/international advocacy organizations in which has positions in governance bodies, participates in projects or committees, provides substantive funding or views its membership as strategic. <i>Member of the Swedish Society for Nature Conservation (www.naturskyddsforeningen.se), the Network for Transport and Environment (www.ntmcalc.se), the Swedish Association of Environmental Managers (www.nmc.a.se), CSR Sweden, the International Union of Railways (www.uic.asso.fr), TransportForskAB (www.tfk.se), the Association of Swedish Train Operating Companies (www.tagoperatorerna.se), associate member of the Swedish Public Transport Association (www.slff.se), the Employer and Trade Organisation for the Swedish Service Sector – Railbound Industries (www.almega.se).</i>		●
<b>Stakeholder engagement</b>		
04.14 List of stakeholder groups engaged by the organisation.	ARSR: 12	●
04.15 Basis for identification and selection of stakeholders.	ARSR: 11	●
04.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	ARSR: 12	●
04.17 Key topics and concerns raised through stakeholder engagement, and how the organisation has responded to them and their impact on the report.	ARSR: 11	●
<b>5 Economic Performance Indicators</b>		
<b>Economic performance</b>		
EC1 Economic value generated and distributed by the organisation.	ARSR: 61–71	▶
EC3 Coverage of the organisation's defined-benefit plan obligations.	ARSR: 81–84	●
EC4 Significant financial assistance received from government. <i>SJ does not receive any subsidies.</i>		●
<b>Indirect Economic Impacts</b>		
EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement.	ARSR: 16–21, 28–43	▶
EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts.	ARSR: 16–21, 28–43	▶

Standard disclosures and indicators	Page	Rep- orted															
<b>6 Environmental Performance Indicators</b>																	
<b>Materials</b>																	
EN1 Materials used by weight or volume. <i>The materials consumed by SJ for train maintenance and on-board catering and cleaning amounted to 1,244 tonnes (1,283), of which 331 tonnes (340) were renewable materials. These statistics relate to SJ AB only. The consumption of office supplies is not considered a significant environmental aspect.</i>		●															
<table border="1"> <thead> <tr> <th>Materials used (tonnes)</th> <th>2014</th> <th>2013</th> </tr> </thead> <tbody> <tr> <td>Brake pads and brake linings</td> <td>644</td> <td>678</td> </tr> <tr> <td>On-board consumable supplies (cleaning and bistro)</td> <td>501</td> <td>491</td> </tr> <tr> <td>Chemicals (cleaning and maintenance)</td> <td>99</td> <td>114</td> </tr> <tr> <td><b>Total</b></td> <td><b>1,244</b></td> <td><b>1,283</b></td> </tr> </tbody> </table>			Materials used (tonnes)	2014	2013	Brake pads and brake linings	644	678	On-board consumable supplies (cleaning and bistro)	501	491	Chemicals (cleaning and maintenance)	99	114	<b>Total</b>	<b>1,244</b>	<b>1,283</b>
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<b>Energy</b>																	
EN4 Indirect energy consumption by primary source. <i>SJ's indirect energy use in the form of electricity for electric trains amounted to 826 GWh (799). The figure for 2014 pertains to the energy used by SJ AB, Norrlandståg, Stockholmståg and Götalandståg. SJ purchases 100-percent renewable wind and hydroelectric power to operate its trains in Sweden, Norway and Denmark.</i>	ARSR: 24–25, 40	●															
EN6 Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives. <i>In 2014, ecodriving initiatives were evaluated and further developed. For example, an app that gives the driver speed and braking curve recommendations was developed.</i>	ARSR: 25, 40	▶															
<b>7 Emissions, Effluents and Waste</b>																	
EN16 Total direct and indirect greenhouse gas emissions by weight. <i>Total direct and indirect CO<sub>2</sub> emissions for SJ's operations pertain to train operations, replacement services and refrigerants. Emissions totalled 2,929 tonnes (1,636). In 2014, we were impacted by a number of disruptions that required replacement services. A fallen overhead power line at Myrbacken, Kopparstöld in Bålsta, and a broken switchboard at Folkesta are some of the disruptions that led to suspended service. Emissions from replacement services doubled during the year compared with 2013, but remained at 50 percent compared with the outcome for 2009 (when emissions from replacement services were the highest to date). We monitor CO<sub>2</sub> emissions from replacement services on a monthly basis, and analyse the values continuously. Emissions from replacement services and electric trains cover the entire Group, while emissions from refrigerants are confined to SJ AB.</i>	ARSR: 3, 40	●															
<table border="1"> <thead> <tr> <th>CO<sub>2</sub> emissions, tonnes (the Group, for replacement services and use of electric power; SJ AB and Norrlandståg for refrigerants)</th> <th>2014</th> <th>2013</th> </tr> </thead> <tbody> <tr> <td>Refrigerant leakage</td> <td>260</td> <td>290</td> </tr> <tr> <td>Replacement services</td> <td>2,649</td> <td>1,326</td> </tr> <tr> <td>Electric power</td> <td>20</td> <td>19</td> </tr> <tr> <td><b>Total</b></td> <td><b>2,929</b></td> <td><b>1,636</b></td> </tr> </tbody> </table>			CO <sub>2</sub> emissions, tonnes (the Group, for replacement services and use of electric power; SJ AB and Norrlandståg for refrigerants)	2014	2013	Refrigerant leakage	260	290	Replacement services	2,649	1,326	Electric power	20	19	<b>Total</b>	<b>2,929</b>	<b>1,636</b>
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## Reporting

● Fully reported ▶ Partial reported

Standard disclosures and indicators	Page	Rep- orted																								
<p>EN17 Other relevant indirect greenhouse gas emissions by weight. <i>Indirect CO<sub>2</sub> emissions pertain to business travel and amounted to 64 tonnes CO<sub>2</sub> (66) (SJ AB). The figure for emissions from company cars has been adjusted for 2013 since the previous figure was incorrect.</i></p> <table border="1"> <thead> <tr> <th>Indirect CO<sub>2</sub> emissions, tonnes (SJ AB)</th> <th>2014</th> <th>2013</th> </tr> </thead> <tbody> <tr> <td>Rental cars</td> <td>5.5</td> <td>7.5</td> </tr> <tr> <td>Taxis</td> <td>7.6</td> <td>4.7</td> </tr> <tr> <td>Air travel</td> <td>49.8</td> <td>52.5</td> </tr> <tr> <td>Company car</td> <td>1.5</td> <td>0.8</td> </tr> <tr> <td>Total</td> <td>64.4</td> <td>65.5</td> </tr> </tbody> </table>	Indirect CO <sub>2</sub> emissions, tonnes (SJ AB)	2014	2013	Rental cars	5.5	7.5	Taxis	7.6	4.7	Air travel	49.8	52.5	Company car	1.5	0.8	Total	64.4	65.5	ARSR: 3	●						
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<p>EN19 Emissions of ozone-depleting substances by weight. <i>SJ's vehicles contain refrigeration units with the refrigerants R134a, R417a and R407c, which are not classified as ozone-depleting. As a result, there were no emissions of ozone-depleting substances in 2014.</i></p>		●																								
<p>EN22 Total weight of waste by type and disposal method. <i>On-board waste and waste from brake pads and brake linings are classified as significant waste at SJ. Waste from SJ's trains, including brake pads and brake linings, amounted to 2,050 tonnes (2,464). In 2014, 17 tonnes of vehicles/components were scrapped. These statistics relate to SJ AB and SJ Norrlandståg only.</i></p> <table border="1"> <thead> <tr> <th>Waste from trains, tonnes</th> <th>2014</th> <th>2013</th> </tr> </thead> <tbody> <tr> <td>Other waste</td> <td>1,427</td> <td>1,867</td> </tr> <tr> <td>Newspapers</td> <td>127</td> <td>80</td> </tr> <tr> <td>Mixed paper</td> <td>64</td> <td>74</td> </tr> <tr> <td>Corrugated board</td> <td>22</td> <td>31</td> </tr> <tr> <td>Brake pads and brake linings</td> <td>393</td> <td>412</td> </tr> <tr> <td>Scrapping of vehicles</td> <td>17</td> <td>0</td> </tr> <tr> <td>Total</td> <td>2,050</td> <td>2,464</td> </tr> </tbody> </table>	Waste from trains, tonnes	2014	2013	Other waste	1,427	1,867	Newspapers	127	80	Mixed paper	64	74	Corrugated board	22	31	Brake pads and brake linings	393	412	Scrapping of vehicles	17	0	Total	2,050	2,464		▶
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<p>EN23 Total number and volume of significant spills. <i>There were no significant spills in 2013.</i></p> <p><b>Products and services</b></p> <p>EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. <i>All travel with SJ's electric trains carries the Good Environmental Choice (Bra Miljöval) label, issued by the Swedish Society for Nature Conservation. SJ also works to increase the number of KRAV (organic) and Fairtrade-labelled products that are sold on board its trains. In 2014, KRAV and/or Fairtrade-labelled products (excluding fresh products) amounted to 22 percent (22). SJ applies the Europe-wide TSI (Technical Specifications for Interoperability) for noise (NOI) when new vehicles are ordered, and older vehicles are upgraded. Sector responsibility for the general environmental impact of the railway on, for example noise, landscape and biodiversity, has been delegated to the Swedish Transport Administration.</i></p> <p><b>Compliance</b></p> <p>EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. <i>SJ was not ordered to pay any fines in 2014.</i></p>	ARSR: 24–25, 40–41	▶																								
		●																								

#### Reporting

● Fully reported ▶ Partial reported

Standard disclosures and indicators	Page	Rep- orted
<b>8 Labour Practices and Decent Work Performance Indicators</b>		
<b>Employment</b>		
<p>LA1 Total workforce by employment type, employment contract and region. <i>At year-end, the SJ Group had 769 hourly-paid employees, 93 temporary employees and 4,875 permanent employees. All employees, except for those employed on an hourly basis, are covered by SJ's SPÅRA SJ employment contract. Hourly-paid employees are covered by SJ's local hourly paid contracts.</i></p>	ARSR: 29, 35	▶
<p>LA2 Total number and rate of employee turnover by age group, gender and region. <i>In 2014, the SJ Group had 4,968 employees (excl. hourly-paid employees), of whom 40 percent (41) were women and 60 percent (59) men, and an employee turnover of 6.8 percent.</i></p>	ARSR: 35	▶
<p>LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees. <i>The Förmånståget and Personalkortet employee benefit cards are available to all employees, although SJ's internal benefits, in some cases, are reduced or, for hourly-paid employees who do not have any obligation to work, subject to certain requirements for hours worked. These benefits include the Workplace Wellness Contribution (reduced by half from SEK 1,500 to SEK 750) and the Private Travel Card (requires at least two days worked over a period of six months). However, Personalkortet's discounts and benefits are available to all employees. The benefits apply to everyone in the Group, except those employed by Stockholmståg.</i></p> <p><b>Labor/Management Relations</b></p> <p>LA4 Percentage of employees covered by collective bargaining agreements. <i>All employees, except for the CEO and Executive Management, are covered. Hourly-paid employees are covered by SJ's local hourly paid contracts.</i></p> <p><b>Occupational health and safety</b></p> <p>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. <i>All employees are represented on health and safety committees. SJ conducts extensive health and safety committee work at both central and local level, and is certified according to the OHSAS standard. Other Group companies are not certified.</i></p> <p>LA7 Rates of injury, occupational diseases, lost days and absenteeism and number of work-related fatalities by region. <i>SJ strives to prevent the occurrence of work-related injuries and accidents through systematic work with health and safety. All of the Group's workplaces have a safety representative who consults with the employer and employee organisations to formulate health and safety recommendations. This work is coordinated in health and safety committees. In 2014, a total of 346 accidents and 581 incidents were reported at SJ AB.</i></p> <p>LA9 Health and safety topics covered in formal agreements with trade unions. <i>These are managed in accordance with legislation, internal regulations and collective bargaining agreements. All employees in traffic safety services undergo random alcohol and drug testing in accordance with collective bargaining agreements, except for those employed by Stockholmståg, which has its own procedures.</i></p>	ARSR: 34	▶
		●

Standard disclosures and indicators	Page	Reported
<b>Training and education</b>		
LA10	Average hours of training per year per employee, and by employee category: <i>Train Drivers: 115 (128), Train Crews: 62 (81), Switching/Comfort: 57, Administrative Staff: 7 (9) and Travel Sellers: 5 (11). Training for new employees is not separated from other training, which means that year-on-year comparisons do not present a fair view.</i>	●
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. <i>SJ's employees are covered by a supplementary unemployment benefit, AGE, which provides financial compensation and advice upon termination of employment due to redundancy. The unemployment agreement offers two types of support from TRR: Counselling meetings with a personal advisor, and a tool to help the employee find a new job. A supplementary employment benefit, AGE, which provides financial support for employees aged 40 years and over, who have worked for more than five consecutive years in a TRR-affiliated company, and their employment is terminated due to redundancy.</i>	●
LA12	Percentage of employees receiving regular performance and career development reviews. <i>SJ strives to ensure that all employees take part in an annual performance reviews with their supervisor, which is followed up in employee surveys. In 2014, 56 percent (62) of the 2,283 respondents to the employee survey said they had taken part in performance reviews (SJ AB only).</i>	●
<b>Diversity and Equal Opportunity</b>		
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity. ARSR: 62–65	●
LA14	Ratio of basic salary of men to women by employee category. <i>Every three years, SJ conducts a salary survey to examine whether there are any unwarranted pay differentials between men and women in the company. At SJ, about 80 percent of the company's total employees receive job-based pay. In this category, there are no pay differentials between men and women, since the salary is based on the number of years in service. The salary survey focuses on employees with individual-based salaries. In 2013, a salary survey was carried out on the basis of 2012 salaries. The pay differentials identified in certain professional roles were not always in favour of men. The in-depth analysis of these cases could not provide evidence that the existing pay differentials were unwarranted. SJ monitors this issue continuously and will conduct a new salary survey in 2015.</i>	▶
<b>9 Human Rights Performance Indicators</b>		
HR4	Total number of incidents of discrimination and actions taken. <i>There were no cases of discrimination in 2014.</i> ARSR: 37	●

Standard disclosures and indicators	Page	Reported
<b>10 Society Performance Indicators</b>		
<b>Public Policy</b>		
S02	Percentage and total number of business units analysed for risks related to corruption. <i>SJ's ethics policy describes SJ's approach to issues of corruption. SJ prevents corruption using internal control in the form of process descriptions and limitations on authorisation, powers and payment approval rights.</i>	▶
S04	Actions taken in response to incidents of corruption. <i>Executive Management was not aware of any cases of corruption in 2014.</i>	●
S05	Public policy positions and participation in public policy development and lobbying. <i>SJ participates as a referral body when political decisions are addressed. By providing quality services, and through information and marketing campaigns, SJ aims to promote the SJ brand so that more people chose to travel by train. SJ believes that rail is a sustainable means of transport for the future and works to promote rail in the media and to politicians. Based on our position, we attempt to inform where investments generate the most value for our passengers and for social development.</i>	▶
<b>Anti-Competitive Behaviour</b>		
S07	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices, and their outcomes. <i>In a complaint lodged with the Swedish Competition Authority on 2 April, MTR Express alleged that SJ had abused a dominant position by denying MTR access to www.sj.se for the sale of tickets. In May, the Competition Authority ruled against the matter on the grounds that there are no legal or financial obstacles to MTR selling tickets by any other means. Consequently, there is no obligation for SJ to grant MTR access to SJ's digital sales channels. The Competition Authority did not thereby consider the issue of whether SJ has a dominant position.</i>	●
<b>11 Product Responsibility Performance Indicators</b>		
<b>Customer Health and Safety</b>		
PR2	Total number of incidents of non-compliance with regulations concerning health and safety impacts of products and services. <i>SJ compensates passengers who are injured as a result of rail operations, when boarding or disembarking, or on board SJ's trains, pursuant to the Swedish Rail Carriage Act. The compensation is determined according to tort liability regulations. In the event of a dispute, an action may be brought before a general court. No matters were subject to judicial review in 2014.</i>	●
<b>Product and Service Labeling</b>		
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. ARSR: 32, 44	●

## Reporting

● Fully reported ▶ Partial reported