

1. Strategy and Analysis

Profile Disclosure	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
1.1	AR: 2-3 AR: 17-35			
1.2	www: Own forests create future strength; Sustainability goals; Stakeholders; Local significance; Organisation and joint action; Policies and guidelines; Forest, products and work on climate change; Wood procurement			

2. Organizational Profile

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not	Reason for omission	Explanation
2.1	Name of the organization.	AR: Back cover Holmen AB (publ), Registration Number 556001-3301, Registered Office Stockholm			
2.2	Primary brands, products, and/or services.	AR: Inside front cover, 6			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	AR: Inside front cover, 6, 12-31, 82 (not 12), 90 (not 23)			
2.4	Location of organization's headquarters.	AR: Back cover			
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	AR: Inside front cover, 5-6, 12-31, 75			
2.6	Nature of ownership and legal form.	AR: Back cover, 48, 55, 57			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	AR: Inside front cover, 5-6, 12-31			
2.8	Scale of the reporting organization.	AR: Inside front cover, 4-6, 12-31			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	AR: 4-5, 14, 18, 30			
2.10	Awards received in the reporting period.	AR: 5, 36-37 www: Recognitions and assessments			

3. Report Parameters

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	AR: 1 Holmen Annual Report including Sustainability Report 2013 covers the calendar year of 2013.			
3.2	Date of most recent previous report (if any).	The most previous report, Holmen Annual Report 2012 including sustainability report was issued in March, 2013.			
3.3	Reporting cycle (annual, biennial, etc.)	AR: 37 Holmen reports its sustainability performance annually as part of the Annual Report.			
3.4	Contact point for questions regarding the report or its contents.	Environmental responsibility: Lars Strömberg, Director of Sustainable and Environmental Affairs. Tel: +46 (0)8 666 21 00. E-mail: lars.stromberg@holmen.com Social responsibility: Ingegerd Engquist, Head of Group Human resources. Tel: +46 (0)8 666 21 00 . E-mail: ingegerd.engquist@holmen.com Economic development: Anders Jernhall, Head of Group Finance. Tel: +46 (0)8 666 21 00. E-mail: anders.jernhall@holmen.com			

3.5	Process for defining report content.	<p>AR: 36-38, 47 www: stakeholders</p> <p>When developing the sustainability report Holmen has applied the Technical Protocol as part of applying the GRI Report Content Principles. One aim has been to highlight areas of greatest importance (materiality and sustainability context) to Holmen and its stakeholders (stakeholder inclusiveness) when it comes to how Holmen influences and is affected by the requirement that it contributes to sustainable development. The aim has been to provide as complete information as possible. In the event of limitations in the information provided, this is clearly indicated.</p>
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	AR: 95
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	AR: 95
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	<p>AR: 68, 95.</p> <p>See reporting principles page 68 in Annual report including sustainability report 2013. The information presented concerns the Holmen Group, if otherwise, it is stated when applicable. Holmen has no joint ventures.</p>

3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	AR: 95-97 Holmen fulfils the required information for each indicator. When Holmen has not reported all information on an indicator, the reason for omission is stated, explanation is given as well as when the missing information will be provided.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	AR: 95
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	AR: 95 Employee data for 2013 is based on number of employees in contrast to 2012, when it was based on the average number of employees.
3.12	Table identifying the location of the Standard Disclosures in the report.	AR: 38
3.13	Policy and current practice with regard to seeking external assurance for the report.	AR: 38, 93 www: the Auditor's review report is presented on Holmen Auditor's report

4. Governance, Commitments, and Engagement

Profile Disclosure	Description	Cross-reference/Direct answer	If applicable, indicate the part not	Reason for omission	Explanation
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	AR: 37, 48-54 www: Organisation and joint action For definitions of age and minority group, see Indicator Protocol for LA13.			
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	AR: 49, 52-53 Fredrik Lundberg is the Chairman of the Board. Magnus Hall CEO and President of the Group is member of the Board.			
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	AR: 49, 52-53 Fredrik Lundberg is the Chairman of the Board. Magnus Hall CEO and President of the Group is member of the Board.			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	AR: 42, 47-48, 52-53 www: Union co-operation, Stakeholders, Organisation and joint action AR: 50,74			
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Holmen does not offer flexible compensation for executives and senior managers and the organisation's performance (including social and environmental performance). Holmen consider relevant sustainability management and performance as an integral part for management's responsibilities. Therefore it is not considered to be a need for separate compensation with regard to sustainability issues.			
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	AR: 47-51 www: Stakeholders, Organisation and joint action			

4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	AR: 42, 48-50 www: Women in Holmen, Organisation and joint action
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	AR: 35-38, 40, 42, 45, 47 www: Health and safety; Environmental responsibility - working practices; UN Global Compact; Organisation and joint action; Policies and guidelines All principles policies, recommendations and approaches that Holmen has developed applies to all parts and markets of the Holmen Group.
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	AR: 32-35, 37, 47, 51 www: Environmental responsibility - working practices; Organisation and joint action; Policies and guidelines
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	AR: 50-51 The Board of Directors makes an assessment of its activities each year, and the Nomination Committee has given information about the contents of the assessment for 2013. This will serve as a basis for planning the activities of the Board in the coming years. Shareholders have an opportunity to put questions to the Board and Senior management at the Annual General Meeting.

4.11

Explanation of whether and how the precautionary approach or principle is addressed by the organization.

AR: 36(- 37), 45
www: Environmental responsibility - working practices; UN Global Compact

Holmen is a UN Global Compact signatory. Thereby the organization has committed to apply the precautionary approach.

4.12

Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.

AR: 2-3, 36-38, 42, 44-45
www: Union co-operation; Holmen reports on level GRI A+; Health and safety; Environmental responsibility - working practices; UN Global Compact; Organisation and joint action; Instruments in the area of climate change; Permits and certifications; Wood procurement; Water

All principles, policies, recommendations and approaches that Holmen supports by memberships in external initiatives , organizations and associations applies to all parts and markets of the Holmen Group.

www: Energy; An attractive employer;
Sustainable products; UN Global Compact;
Stakeholders

4.13 Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.

Since 2012, Holmen has been a co-owner of an R&D company in Israel focused on the production of nanocrystalline cellulose (NCC) from wood raw material. It is thought that NCC could prove useful in products such as paper and paperboard, imbuing them with entirely new properties. NCC will also be a key component of new products. Holmen is involved in joint research in Sweden with outside research and development institutes, including Innventia, Swe Tree Technologies, MoRe Research, the Royal Institute of Technology, Mid Sweden University, Karlstad University, the Swedish University of Agricultural Sciences, Skogforsk, Värmeforsk and Elforsk. Holmen co-operates with CTP in France, with Universidad Complutense in Madrid, Spain, with the University of Manchester in Great Britain, in Norway Holmen co-operates with Paper and Fibre Research Institute in Oslo and mainly Åbo Akademi and KCL in Finland. Holmen is a member of the national forest and paper associations in Sweden, Spain and Great Britain.

4.14	List of stakeholder groups engaged by the organization.	AR: 36, 47 www: An attractive employer; Union co-operation; Sustainable products; Stakeholders; Women in Holmen; Leader development; Local significance; UN Global Compact; Organisation and joint action; Social assets of the forest AR: 36, 47
4.15	Basis for identification and selection of stakeholders with whom to engage.	www: An attractive employer; Stakeholders
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	AR: 36-38, 41-42, 47 www: An attractive employer; Union co-operation; Stakeholders; Women in Holmen; Leader development; Local significance; Employee surveys; Organisation and joint action AR:36-47
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	www: An attractive employer; Union co-operation; Stakeholders; Women in Holmen; Leader development; Employee surveys

Disclosed on Management Approach

G3 DMA	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
DMA EC	Disclosure on Management Approach EC				
Aspects	Economic performance	AR: 2-10, 32-35, 37, 48-51			
	Market presence	AR: Inside front cover, 6, 13-15, 17-19, 21-22, 25-27, 29-31, 39, 75			
	Indirect economic impacts	AR: 36-37, 47 www: Local significance; Stakeholders			
DMA EN	Disclosure on Management Approach EN				
Aspects	Materials	AR: 6-10, 37, 43-46, 95-96 www: Policies and guidelines; Recovered paper			
	Energy	AR: 6-10, 29-31, 37, 43-45 www: Energy			
	Water	AR: 6-9, 43-45 www: Water			
	Biodiversity	AR: 26-27 www: Policies and guidelines; Concern for the nature; Environmental responsibility - Working practices			
	Emissions, effluents and waste	AR: 6-10, 37, 43-46 www: Instruments in the area of climate change			
	Products and services	AR: 6-10, 13-15, 17-19, 21-23, 25-27, 29-31, 36-37, 39, 46 www: Instruments in the area of climate change; Forest, products and work on climate change; Environmental responsibility - Working practices; Wood procurement; Sustainable products			
	Compliance	AR: 36-37, 43-45, 47, 51 www: Stakeholders			
	Transport	AR: 43-45 www: Transport			

Overall	AR: 2-3, 6-10, 13-15, 17-19, 21-23, 25-27, 29-31, 35-47 www: Environmental responsibility - working practices; Environmental protection expenditure; UN Global Compact; Policies and guidelines; Instruments in the area of climate change
DMA LA	Disclosure on Management Approach LA
Aspects	Employment
Labor/management relations	AR: 9, 40-42 www: HR-work; Policies and guidelines AR: 42 www: Union co-operation; Employee surveys; Workforce reductions; Policies and guidelines
Occupational health and safety	AR: 9, 40-42 www: HR-work; Policies and guidelines
Training and education	AR: 9, 40-42 www: HR-work; Policies and guidelines
Diversity and equal opportunity	AR: 9, 40-42 www: HR-work; Policies and guidelines
Equal remuneration for women and men	www: Women in Holmen; Policies and guidelines
DMA HR	Disclosure on Management Approach HR
Aspects	Investment and procurement practices
Non-discrimination	AR: 36-38, 47 www: Policies and guidelines; UN Global Compact AR: 9, 36-37, 42, 47 www: Women in Holmen; UN Global Compact; Policies and guidelines; Union co-operation
Freedom of association and collective bargaining	AR: 36-37, 42 www: UN Global Compact; Union co-operation
Child labor	AR: 36-37, 47 www: UN Global Compact

Prevention of forced and compulsory labor

AR: 36-37, 47
www: UN Global Compact

Security practices

Holmen does not employ the type of security/safety personnel referred to in the indicator. The indicator is thus not relevant for Holmen to report on.

Not applicable

Holmen does not employ the type of security/safety personnel referred to in the indicator. The indicator

Indigenous rights

AR: 36-37, 47
www: Stakeholders

Assessment

AR: 36-37, 47
www: UN Global Compact

Remediation

AR: 36-37, 42, 47
www: UN Global Compact

DMA SO Disclosure on Management Approach SO

Local communities

AR: 36-37, 47
www: Stakeholders; Local significance

Corruption

AR: 36-37, 47
www: Policies and guidelines
See indicator SO3
AR: 26-27, 36-37, 47

Aspects	Public policy	www: Policies and guidelines; Social assets of the forest AR: 36-37, 47
	Anti-competitive behavior	www: Policies and guidelines See indicator SO3 AR: 36-37, 47, 50-51
	Compliance	www: Policies and guidelines
DMA PR	Disclosure on Management Approach PR	
	Customer health and safety	www: Sustainable products AR: 5, 22-23, 44-45
	Product and service labelling	www: Certifications; Traceability Traceability to manufacture and sell FSC® and PEFC certified products. FSC certified timber products for sale.
Aspects	Marketing communications	By virtue of its affiliation to the Swedish Advertisers' Association and the Swedish Advertising Association, Holmen supports the ethical principles these associations apply.
	Customer privacy	Holmen does not handle very sensitive information on its customers. However there are routines on how to manage customer related information. AR: 36-37, 44-45, 47
	Compliance	www: Certifications; Traceability All Holmen's units are certified in accordance with the ISO 9001, in which such issues are managed.

EC1-9. Performance Indicators - Economic

Performance Indicator	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Economic performance					
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	AR: 47			
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	AR: 6-10, 13-15, 17-19, 22-23, 25-27, 29-31, 35-39, 43-47		www: Own forests create future strength; Energy; Sustainable products; Forest, products and work on climate change; Instruments in the area of climate change.	
EC3	Coverage of the organization's defined benefit plan obligations.	AR: 74, 87			
EC4	Significant financial assistance received from government.	Holmen did not receive any significant financial assistance from the government in 2013.			
Market presence					
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.			www: Union co-operation Holmen applies union agreements and market pay levels. In all countries where Holmen has significant operations the pay level is governed by national agreement. Minimum wage is not applied.	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.			www: Local significance; Wood procurement	

www: An attractive employer; Local significance

The great majority of the company's managers are based in the local community or nearby, and only a few commute on a weekly basis. Holmen's aim is to have relatively more women in senior positions. At present some 25 (20.3) per cent of the company's managers are women. By continually developing its employees the company hopes to improve their career prospects within the Group. The Group provides extensive skills development programmes for different occupational groups. Holmen involves itself in everyday life in the municipalities where it is active, for example by sponsoring clubs and associations in the area. Furthermore there are social funds in most municipalities which are intended to develop recreational activities for the company's employees.

EC7

Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.

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.

www: Local significance; Social assets of the forest

Visit www.holmen.com to read about how Holmen invests in local communities, engages with societal development in the communities where we operate and how Holmen's forest lands benefits the general public.

EC9

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

AR: 36, 47

www: Local significance; Workforce reductions; Social assets of the forest

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

EN1-30. Performance Indicators - Environmental

Environmental					
Performance Indicator	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Materials					
EN1	Materials used by weight or volume.	AR: 96-97 www: Wood procurement			
EN2	Percentage of materials used that are recycled input materials.	AR: 13, 15, 44, 96-97 www: Waste and by-products; Sustainable products; Recovered paper			
Energy					
EN3	Direct energy consumption by primary energy source.	AR: 29-31, 43-44, 96-97 www: Energy, Sustainable products			
EN4	Indirect energy consumption by primary source.	AR: (43-44), 96-97 www: Energy, Sustainable products			
EN5	Energy saved due to conservation and efficiency improvements.	AR: 43-44, 96-97 www: Energy, Sustainable products; Environmental work in the Group			
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	AR: 6-10, 13-15, 17-19, 29-31, 36-39, 43-44, 46 www: Waste and by-products; Energy; Sustainable products; Environmental responsibility - working practices; Environmental protection expenditure; Recovered paper; Forest, products and work on climate change; Instruments in the area of climate change; Permits and certifications; Water			

EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	AR: 37-38, (43-)44, 96-97 www: Energy; Sustainable products; Transport
Water		
EN8	Total water withdrawal by source.	AR: 96-97 www: Sustainable products; Water Almost 100 per cent of the water that Holmen uses in its production is surface water (lakes and rivers).
EN9	Water sources significantly affected by withdrawal of water.	AR: 96-97 www: Sustainable products; Water The use of water and the emissions from Holmen's mills are not considered to have any affect on Ramsar-listed wetlands.
EN10	Percentage and total volume of water recycled and reused.	AR: 44, 96-97 www: Sustainable products; Water

Biodiversity

EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	<p>AR: 25-27, 44 www: Concern for nature; Social assets of the forest; Water www.holmen.com/forest</p> <p>The location of Natura 2000 objects are included in Holmen Skog's forest planning system and can be found at Natura 2000. Holmen does not have any activities in protected IUCN areas, Categories 1-6. Conservation plans describing how the areas are protected, are available on www.holmen.com/forest. Maps of set aside stands are available from the district offices. Researchers and official bodies have been given access to all the set aside stands, both as maps and as digital GIS layers. The most valuable stands, known as key biotopes, have been accessible on the Swedish Forest Agency's website for several years. The content of the conservation plans and which stands are to be set aside are reviewed continuous years. All set aside stands are available on Holmen Skog's website. Holmen aims to increase the total conservation value of the set aside stands. This requires a continuous revision as new stands with high ecological values are detected. Both stand specific factors and characteristics of the surrounding environment are taken in to account when evaluating the conservation value of a stand.</p>
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	<p>AR: 25-27, 44, 97 www: Own forests create future strength; Concern for nature; Social assets of the forest; Water See also indicator EN 11</p>

EN13 Habitats protected or restored.

AR: 26-27
www: Discontinued operations; Concern for nature; Social assets of the forest
See also EN 11

AR: 8-9, 25-27, 35-37
www: Own forests create future strength; Strategy and goals; Environmental responsibility - working practices; Concern for nature; Organisation and joint action; Policies and guidelines; Social assets of the forest; Permits and certifications; Wood procurement; Water

EN14 Strategies, current actions, and future plans for managing impacts on biodiversity.

Holmen's industrial activities require a permit from the environmental authorities. The requirement for a precautionary approach is therefore met. In addition to this Holmen has certified environmental management systems and the units are required to set up environmental objectives and report on fulfilment and progress. The forestry operations are certificated according to an environmental management system and according to the forestry standards outlined by FSC and PEFC. This ensures that Holmen is actively working in order to contribute to the fulfilment of the 16 national environmental quality objectives.

EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.

AR: 26-27
Such habitats are set aside, or managed to promote such species. See also indicator EN11 and EN12

Emissions, effluents and waste

EN16	Total direct and indirect greenhouse gas emissions by weight.	<p>AR: 46, 96-97</p> <p>Direct emissions of carbon dioxide are by far the most important greenhouse gas for Holmen. Data on pages 96-97 in Holmen Annual report including sustainability report 2013 are given for direct emissions from mills and indirect emissions from transports, production of raw materials and from purchased thermal and electric energy.</p>	
EN17	Other relevant indirect greenhouse gas emissions by weight.	<p>AR: 44, 96-97 www: Transport</p> <p>Emissions of carbon dioxide are by far the most important greenhouse gas for Holmen. The reporting principles are supposed to be developed in accordance with the work to fulfil the demands in CDP - Carbon Disclosure Project. Holmen participates in this international project by replying to an annual questionnaire on energy use and emissions of carbon dioxide. All relevant indirect carbon emissions are reported in indicator EN16. Carbon dioxide emissions from business travel are approximately 880 tonnes per year. Emissions from business travel corresponds to 0,1% of the total emissions of fossil carbon dioxide from the production of Holmen's products. A new calculation of emissions from business travel will be performed in 2015, at the latest.</p>	<p>Emissions from business travel Not available 2015</p>

EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	AR: 5,9-10,15, 18, 30-31, 43-46- 96-97 www: Energy; Forest, products and work on climate change; Instruments in the area of climate change; Transport
EN19	Emissions of ozone-depleting substances by weight.	The use of refrigerants is reported annually to the environmental authorities. Refilled amount in 2013 was 78 (150) kg, off which 8 (15) kg HCFC and 70 (135) kg HFC.
EN20	NOx, SOx, and other significant air emissions by type and weight.	Emissions of NMVOC (non-methane volatile organic compounds), CH4 and N2O were measured/estimated to be 1 797 (1 867) tonnes, 40 (43) tonnes and 76 (65) tonnes respectively in 2013. AR: 19, 43, 96-97
EN21	Total water discharge by quality and destination.	www: Water environment at Holmen's units AR: 96-97
EN22	Total weight of waste by type and disposal method.	www: Waste and by-products; Chemicals; Environmental protection expenditure.
EN23	Total number and volume of significant spills.	AR: 45 No such incidents in 2013.

EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	<p>AR: 96-97 www: Waste and by-products</p> <p>Holmen's business generates very small amounts of hazardous waste, about 0,2% of the total by-products and waste generated. The hazardous waste is disposed of by an authorized collection and recovery contractor. Oil-containing waste from docking ships is dealt with at port facilities at three Holmen units.</p>	Not applicable	Holmens operations does not include activities that is referred to in the indicator.
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	<p>www: Concern for nature; Social assets of the forest; Water; Water environment Braviken Paper Mill; Water environment Hallsta Paper Mill; Water environment Holmen Paper Madrid; Water environment Iggesund Mill; Water environment Workington Mill; Water environment Iggesund Sawmill; Water environment Braviken Sawmill.</p>		
Products and services				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	<p>AR: 6-10, 13-15, 17-19, 25-27, 29-31, 36-39, 43-44, 46, 96-97 www: Waste and by-products; Energy; Sustainable products; Environmental responsibility - working practices; Environmental protection expenditure; Recovered paper; Forest, products and work on climate change; Instruments in the area of climate change; Permits and certifications; Water</p>		

EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	<p>www: Recovered paper</p> <p>Holmen's production takes place within Europe, and sales in this territory accounted for almost 90 per cent of the Group's turnover in 2013.</p> <p>74 per cent of all paper and paperboard consumed in Western Europe during 2013 will be recovered (Source: RISI)</p> <p>85 per cent of European newsprint is based on recovered fibre.</p> <p>Paper fibres can be used five to seven times before they become unusable.</p> <p>Recovered paper is now the main component in global paper and paperboard production.</p>	Not material	Packaging material is managed by the customer. The majority of the packaging material consists of paper based material and it will most probably be recovered.
Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	<p>www: Environmental protection expenditure</p> <p>No significant fines or non-monetary sanctions for non-compliance with environmental laws and regulations in 2013.</p>		
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	<p>AR: 44</p> <p>www: Transport</p> <p>Also, see indicator EN 16.</p>		
Overall				
EN30	Total environmental protection expenditures and investments by type.	<p>AR: 18-19, 30-31, 97</p> <p>www: Energy; Sustainable products; Environmental protection expenditure; Instruments in the area of climate change.</p>		

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

Social: Labor Practices and Decent Work

Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not	Reason for omission	Explanation	To be reported in
Employment						
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	AR: Inside front cover, 4, 13, 17, 21, 25, 29, 40, 95 7,7% (6,9) of the work force is on temporary contract. The proportion of employees employed on a part-time basis is low, 4,4 % (4,7). In view of the low figures, a more detailed breakdown lacks relevance.	Gender	Not material	In view of the low figures, a more detailed breakdown lacks relevance.	

AR: 95

www: Women in Holmen, Workforce reductions

New hires in total: 116 employees, whereof 73 men and 43 women.

Employees leaving in total: 397 employees, whereof 296 men and 101 women.

The personnel turnover for the Group in 2013 was 11,5 %.

The personnel turnover rates are as follow:

Sweden: 11,6% = 301 employees left, whereof 235 men and 66 women

Ages: 20-29: 25; 30-39: 55; 40-49: 83; 50-59: 58; 60-: 80

Spain: 13,4% = 40 employees left whereof 19 men and 21 women

Ages: 20-29: 6; 30-39: 15; 40-49: 9; 50-59: 4; 60-: 6

Great Britain: 8,9% = 34 employees left, whereof 31 men and 3 women

Ages: 20-29: 14; 30-39: 5; 40-49: 4; 50-59: 4; 60-: 7

Netherlands: 10,3% = 12 employees left, whereof 5 men and 7 women

Ages: 20-29: 1; 30-39: 3; 40-49: 5; 50-59: 1; 60-: 2

Other countries, (less than 15 employees: Estonia, France, Germany, Hong Kong, Italy, Poland, Singapore, Switzerland, USA)

17,5% = 10 employees left, whereof 6 men and 4 women

Ages: 20-29: 0; 30-39: 6; 40-49: 2; 50-59: 1; 60-: 1

LA2 Total number and rate of new employee hires and employee turnover by age group, gender, and region.

LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Temporary employees are offered the same conditions as fixed employees in most areas. For example; collective health care and accident insurance, pension plan, holidays, lunch to favourable price etc. Rules regarding dismissal of staff and stock option programmes are among the few benefits that are not provided to temporary employees.
Labor/management relations		
LA4	Percentage of employees covered by collective bargaining agreements.	AR: 95 www: Union co-operation www: Union co-operation; Workforce reductions
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Dismissal of staff is managed in line with collective agreements and is preceded by negotiations with the trade unions. Shortest notice period is 1 month which will increase with number of years of employment. For example in Sweden the notice period is 12 months after the age of 55 (with ten years of employment). If possible, the company offers early retirement to employees at the age of 60.

Occupational health and safety

LA6

Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.

AR: 42

www: Health and safety

All production employees are given training in the work environment, safety and security. All employees have access to a company health service that provides rehabilitation and supports return to work. Regular health checks are also offered for more than 90% of the employees so that they can detect early onset of disease. All Holmen's mills record and follow up accidents and incidents. At each mill there are worker health safety committees including up to 10 employees per unit. Those committees represent more than 90% of all the employees in Holmen.

The Group has established clear targets for reducing the number of accidents. Safety is followed up in the Holmen Employee Survey.

AR: 42, 95

Breakdown of gender and region regarding industrial accidents.

Working accidents are presented per 1 000 employees. From Holmen's point of view this is easier to understand than accidents per 1 million working hours. This is also in accordance with the routines outlined by other companies in the Swedish pulp and paper industry.

[www: HR-work](http://www.hr-work.com); Health and safety

Separate reporting of lost day rate per gender and region.

The rate of sickness absence caused by working accidents is included in the data presented for rate of sickness absence.

Occupational diseases are hard to follow up. They end up under sick leave and are therefore not stated separately. Recurrent periods of sick leave result in a rehabilitation review, which usually determines the cause.

LA7

Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.

Sick leave Group:
Sick leave, total: 3,6%.
Sick leave, short: 2,3% Men: 1,8% and women: 0,5%
Sick leave more than 60 days: 1,3 %. Men: 1,0% and women: 0,3%.
Sick leave per country
Sweden:
Sick leave, total: 4,0%
Sick leave: 2,6%. Men: 2,0% and women: 0,6%
Sick leave more than 60 days: 1,4 %. Men: 1,0% and women: 0,4%.
Great Britain:
Sickleave, total: 1,5%
Sick leave: 1,3%. Men: 1,2% and women: 0,1%
Sick leave more than 60 days: 0,2 %. Men: 0,2% and women: 0%.
Spain:
Sick leave, total: 3,3%
Sick leave short: 1,3%. Men: 0,9% and women: 0,3%
Sick leave more than 60 days: 2,0 %. Men: 1,8% and women: 0,2%.
Netherlands:
Sick leave, total : 2,7%
Sick leave, short 2,0%. Men: 1,3% and women: 0,7%
Sick leave more than 60 days: 0,7 %. Men: 0,7% and women: 0%.
Other countries, (less than 15 employees: Estonia, France, Germany, Hong Kong, Italy, Poland, Singapore, Switzerland, USA)
Sick leave, total: 1,2%
Sick leave short: 0,9%. Men 0,4% and women 0,5%
Sick leave, more than 60 days: 0,3%. Women 0,3%

Not available

2014

Industrial accident rate per 1 million hours worked,
total Holmen Group; 8,4
Braviken Paper Mill; 8,3
Hallsta Paper Mill; 13,4
Holmen Paper Madrid; 17,5
Carpa; 18,9
Iggesund Mill; 4,6
Workington Mill; 4,1
Sheeting station; 26,0
Iggesund Saw Mill; 15,7
Braviken Saw Mill; 26,9
Forrest; 1,4
Other units; 0
No industrial accident with fatal outcome in 2013

LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Holmen's main market is in Europe, which is where all the employees have their place of employment. In view of this, the Group does not regard it as relevant to provide training in serious diseases for its employees and there families.	Not material	Holmen's main market is in Europe, which is where all the employees have their place of employment. In view of this, the Group does not regard it as relevant to provide training in serious diseases for its employees and there families.
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LA9	Health and safety topics covered in formal agreements with trade unions.	www: Union co-operation		
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Training and education

LA10	Average hours of training per year per employee by gender, and by employee category.	<p>AR: 40-41 www: Development of skills</p> <p>Sweden: Average hours of education / blue collar: 12,8 Average hours of education / white collar: 23,6 Average hours of education /men: 16,2 Average hours of education / women: 21,8</p> <p>Spain: Average hours of education/ employee: 20,0 Average hours of education / blue collar: 15,1 Average hours of education / white collar: 30,2 Average hours of education /men: 17,4 Average hours of education / women: 31,3</p> <p>Great Britain: Average hours of education/ employee: 5,9 Average hours of education / blue collar: 6,6 Average hours of education / white collar: 5,4 Average hours of education /men: 5,9 Average hours of education / women: 6,8</p> <p>Netherlands:</p>		
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		<p>Average hours of education/ employee: 7,3 Average hours of education / blue collar: 6,4 Average hours of education / white collar: 7,6 Average hours of education /men: 7,0 Average hours of education / women: 8,1 Other countries (less than 15 employees: Est, Fr, Gr,Hongkong, It, Pl, Singapore, USA): Average hours of education/ employee: 12,5 Average hours of education / blue collar: - Average hours of education / white collar: 13,7 Average hours of education /men: 13,4 Average hours of education / women: 11,4</p>
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	<p>AR: 40-41 www: Development of skills; Leader development</p>
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	<p>www: HR-work; Employee surveys Group total: 75% Men: 76% Women: 73%</p>

Diversity and equal opportunity

LA13

Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.

AR: 42, 52-54, 75, 95

www: Women in Holmen

Total blue collar employees: 2334, of which men: 2091 and women: 243 (based on average per gender)

Total white collar employees: 1909 of which men: 1357 and women 552 (based on average per gender)

Sweden: 2594 employed, of which white collar employees 1091 (316 women/775 men), 1503 blue collar employees (211 women/1292 men).

Ages; 20-29: 179 (61 women/ 118 men) (71 white/108 blue), 30-39: 445 (117 women/ 328 men)(231 white/ 214 blue), 40-49: 665 (125 women/ 540 men) (302 white/363 blue): 50-59: 909 (160 women/ 749 men) (330 white/ 579 blue), 60-: 395 (334 men/ 61 women) (158 white/ 237 blue)

Spain: 299 employed, of which 96 white collar employees (40 women/56 men), 203 blue collar employees (15 women/188 men).

Ages; 20-29: 13 (3 women/ 10 men) (3 white/10 blue), 30-39: 113 (23 women/ 90 men)(35 white/ 83 blue), 40-49: 104 (22 women/ 82 men) (43 white/61 blue) 50-59: 60 (7 women/ 53 men) (15 white/ 45 blue), 60-: 9 (0 women/ 9 men) (2 white/ 7 blue)

Great Britain: 380 employed, of which 197 white collar employees (33 women/164 men), 183 blue collar employees (1 women/182 men).

Ages; 20-29: 52 (8 women/ 44 men) (10 white/38 blue), 30-39: 85 (8 women/ 77 men) (30 white/48 blue), 40-49: 103 (12 women/ 91 men) (55 white/37 blue): 50-59: 114 (7 women/ 107 men) (60 white/ 48 blue), 60-: 26 (1 women/ 25 men) (15 white/ 11 blue)

Netherlands: 117 employed, of which 90 white collar employees (32 women/58 men), 27 blue collar employees (0 women/27 men).

Ages; 20-29: 4 (2 women/ 2 men) (1 white/3 blue), 30-39: 23 (9 women/ 14 men) (20 white/3 blue), 40-49: 59 (12 women/ 47 men) (43 white/16 blue): 50-59: 23 (8 women/ 15 men) (18 white/ 5 blue), 60-: 8 (1 women/ 7 men) (6 white/ 2 blue)

Other countries in Holmen Group have 30 or less employees and are not separately reported in this indicator.

Employee category per age group Not available

Swedish legislation prohibits registration of ethnical or minority belonging. Hence Holmen does not collect nor report such information. 2013

Equal remuneration for women and men

LA14

Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.

www: Women in Holmen; Policies and guidelines

Significant locations of operation refers to all mills in Sweden, the UK and Spain and the sales office in the Netherlands.

Holmen strives to increase the proportion of women among its employees. It goes without saying that men and women should have equal opportunities to increase their salaries, and among blue collar employees, local agreements guarantee the same pay for all those performing the same tasks. The principle that all blue collar positions are placed in different salary grades and that fixed salary supplements are payable on the basis of time of employment and skills diversity, means that gender-neutral pay setting is applied.

For white collar employees, pay is set on an individual basis. Salary surveys are performed every three years in Sweden in collaboration (in compliance with Swedish legislation) with union representatives, to guarantee that differences in salary for both identical and equivalent positions can be explained using gender-neutral arguments. If gender-related pay differentials are identified in connection with this analysis they are corrected.

LA15

Return to work and retention rates after parental leave, by gender.

Holmen's operations are located within the EU. All the employees are entitled to take parental leave according to EU legislation or national legislation if the conditions are better for the employees. In Holmen's policy for gender equality and diversity it is stated that "Managers at Holmen must take active measures that enables all employees to combine work with parental responsibility. By this we mean measures facilitating parental leave or leave to care for children when they are ill and planning meetings, business trips and training in an optimal way. Employees on parental leave must also be given the opportunity to contact and receive information from their workplace".

Per cent of planned working hours that Holmen employees took parenteral leave in 2013;
Holmen Group: 2,1%
Women: 5,2%
Men: 1,4%

Return to work
och retention
rates per
gender

Not available

Holmen considers it to be more relevant to track the time of parental leave per gender rather than actual number of employees per gender taking parental leave. It is relevant for planning and for tracking impact on carreer development.

HR1-11. Performance indicators-Social, Human rights

Social: Human Rights

Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not	Reason for omission	Explanation	To be reported in
Investment and procurement practices						
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	<p>AR: 36-38, 47 www: UN Global Compact, Code of conduct for suppliers</p> <p>Holmen does not operate in regions where protection of human rights is of significant concern. It should however be pointed out that large parts of Holmen's land in northern Sweden overlap Sami winter grazing land for reindeer. Via consultation with the reindeer herding community, it is possible to arrive at solutions that meet both parties' requirements as closely as possible. The consultation process involves meetings between Holmen's local field workers and representatives of the affected Sami reindeer herding association to discuss Holmen's planned forestry measures and whether these might have any impact on the reindeer herding community. All such meetings are fully minuted.</p>				

HR2

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

AR: 36-38, 47

www: UN Global Compact, Code of conduct for suppliers

In 2013 Holmen developed a Supplier Code of Conduct that articulates Holmen's demand regarding fulfilment of the principles in the UN Global Compact. Contract with suppliers will include clauses regarding human rights related to the Supplier Code of Conduct.

An audit plan for suppliers will be drawn up when the Supplier Code of Conduct is in place.

Contractors working for the business area Holmen Skog must be PEFC-certified and controlled by an external accountant. A checklist is used before signing a contract with a contractor. At this moment approximately 300 contractors (100 %) are registered according to this routine.

During 2013, contractors working on Holmen forest land were screened to ensure compliance with legislation and Holmen's guidelines.

HR3

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

AR: 36
www: UN Global Compact
Holmen has not considered such training beyond the group's policies as relevant based on the locations and nature of the business. Changes of workforce and outsourcing downstream Holmen's value chain might challenge that position.

In connection to the implementation of Holmen's Supplier Code of Conduct, activities will be carried out in order to increase the basic understanding and knowledge of human rights. Training will first of all be devoted to employees working in purchasing departments. Due to incidents within the business area Holmen Skog in 2012, all employees working in close connection with contractors working on Holmen forest land have been trained on issues related to human rights.

Total hours of employee training and percentage of employees trained.

Not available

2014

Non-discrimination

HR4 Total number of incidents of discrimination and corrective actions taken.

AR: 41

www: Women in Holmen, UN Global Compact

Holmen performs an employee survey every second year. The most recent survey in 2013 addressed discrimination. In total the survey showed that 9% of Holmen employees felt discriminated in any way due to either physical disabilities, age or gender. With regard to ethnicity or sexual harassment no such cases were reported.

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

Freedom of association and collective bargaining

HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at	AR: Inside front cover, 6, 36-38, 47 www: UN Global Compact; Stakeholders
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Child labor

HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective	AR: Inside front cover, 6, 36-38, 47 www: UN Global Compact; Stakeholders
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Forced and compulsory labor

HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the	AR: Inside front cover, 6, 36-38, 47 www: UN Global Compact; Stakeholders
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Security practices

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

HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	No such incidents during 2013.
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Assessment

HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	AR: 36-38, 47 www: UN Global Compact Historically Holmen has made the assessment that the Group's operations inherent little risk of violating human rights or contributing to human rights violations given its location in Europe. The follow up of legal compliance, employee surveys and implementation of corporate policies has been considered as sufficient. Today, given the changes of workforce and outsourcing downstream in the value chain, Holmen has developed a Supplier Code of Conduct. In connection to the implementation of the Code of Conduct, activities will be carried out in order to increase the basic understanding and knowledge of human rights. See indicator HR1, HR 2 and HR 3.
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Remediation

HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	AR: 47
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SO1-10. Performance Indicators- Social, society

Social: Society

Performance Indicator	Description	Cross-reference/Direct answer	If applicable, indicate the part not	Reason for omission	Explanation	To be reported in
Local communities						
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	AR: 25, 47 www: Stakeholders; Local significance; UN Global Compact; Organisation and joint action; Policies and guidelines; Social assets of the forest			These matters are regulated in the mandatory permits for each unit within Holmen. The permits are issued by the environmental authorities. Holmen's compliance with these permits is closely monitored by the authorities.	
SO9	Operations with significant potential or actual negative impacts on local communities.	AR: 25-27, 36-37, 96-97 www: Sustainable products; Local significance; Environmental responsibility - working practices; UN Global Compact; Concern for nature; Policies and guidelines; Forest, products and work on climate change; Social assets of the forest; Wood procurement.				
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	AR: 7-10, 25-27, 35-38, 43-47 www: Local significance; Stakeholders; Concern for nature; Forest, products and work on climate change.				

Corruption

SO2	Percentage and total number of business units analyzed for risks related to corruption.	<p>AR: 36-38, 47 www: UN Global Compact</p> <p>The Group policy on bribery and corruption was revised in 2012. A plan on how to analyse risks at business units and how to continue the work to analyse risks at suppliers and customer in countries that are classified internationally as “high-risk countries” is under development. Please also see SO3. In 2011 Holmen performed a study in order to identify potential suppliers and customers that can create a risk to Holmen regarding not living up to the expectations furnished by the commitment to UN Global Compact. The survey showed that the risk could be assessed as low.</p>	Not available	<p>The Group policy on bribery and corruption was revised in 2012. A plan will be designed on how to analyse risks at business units and to continue the work to analyse 2014 risks at suppliers and customer in countries that are classified internationally as “high-risk countries”. Please also see SO3.</p>
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	<p>Holmen has a policy on bribery and corruption. Affected employees (employees identified as at risk), including all employees within Holmen purchasing function. This group has consequently received information on how to act in relation to bribery and corruption. All employees within the Holmen purchasing function have signed that they have read the Group policy on bribery and corruption and declared that they carefully will consider the meaning and purpose of any favours/ benefits offered to them. The Group policy on bribery and corruption was revised in 2012. All employees within Holmen purchasing function will complete a training session. A plan will be designed on how to analyse risks at business units and to continue the work to analyse risks at suppliers and customers in countries that are classified internationally as “high-risk countries”.</p>		
SO4	Actions taken in response to incidents of corruption.	No such incidents during 2013.		

Public policy

SO5	Public policy positions and participation in public policy development and lobbying.	Holmen is not involved in public policy development or lobbying.
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Holmen is not involved with political parties. Political activities are not permitted at Holmen workplaces. This applies to employer and employees alike. No financial contributions to political parties or politicians have been made during 2013.

Anti-competitive behavior

SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	No such incidents during 2013.
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Compliance

SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	No such incidents during 2013.
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PR1-9. Performance Indicators - Social, Product Responsibility

Social: Product Responsibility

Performance Indicator	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Customer health and safety					
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	AR: 39, 46 This indicator has most relevance for the business area of Iggesund Paperboard. The management systems have policy and procedures to monitor the aspects of health and safety for the use of the board products. The products are suitable for food contacts applications and comply with the relevant legislations in Europe, United States as well as in the countries where the products are marketed. Each individual component in the board is assessed based on health and safety, environmental impact and compliance with product safety regulations.			
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	This indicator has most relevance for the business area of Iggesund Paperboard. No such incidents occurred during 2013.			
Product and service labelling					
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	AR: 44-45 www: Wood procurement With regard to product safety, this indicator has most relevance to the business area of Iggesund Paperboard. Each customer can by request receive a Product Safety Certificate stating compliance with products safety regulations for the intended use of the board.			

PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	AR: 44-45 This indicator has most relevance for the business area of Iggesund Paperboard. No such incidents occurred during 2013.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	AR: 47 Holmen conducts customer satisfaction surveys, in 2012 and 2013 around 1500 customers expressed their opinions on Holmen. Iggesund Paperboard, Holmen Paper, Holmen Skog and Holmen Timber are conducting such surveys frequently. The choice of method for gathering the data has been in-depth telephone interviews and/or questionnaires. Examples of matters that are addressed in the surveys are product quality, service level, punctuality and quality of delivery etc. The survey results are evaluated and used in order to improve the customer offer.
Marketing communications		
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	By virtue of its affiliation to the Swedish Advertisers' Association and the Swedish Advertising Association, Holmen supports the ethical principles these associations apply. Holmen does not offer any products that are subject to debate or are in violation of these codes. Compliance with applicable codes is reviewed on yearly basis.
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	No such incidents during 2013.
Customer privacy		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	No such incidents during 2013.
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	No such incidents during 2013.