



# Annex to the 2010 Responsibility Report

This annex provides in-depth information on Systembolaget's sustainability work, based on the Global Reporting Initiatives guidelines.



# About the annex

The annex is a complement to Systembolaget’s 2010 Responsibility Report and, at the same time, part of the company’s Sustainability Report. The annex contains detailed information and is primarily intended for those requiring a comprehensive account of Systembolaget’s sustainability work based on the Global Reporting Initiatives guidelines, GRI.

This is now the third year in succession that we are reporting in accordance with the GRI guidelines. This year’s Sustainability Report has been prepared in accordance with GRI level B+. It has been the subject of a review by Systembolaget’s external auditors (see the Auditors’ Report on pages 88–89 of the Responsibility Report).

The annex provides more detailed explanations of the principles on which the Sustainability Report is based. It clarifies, amongst other things, the way in which the content has been decided upon, the quality levels that apply, and the boundary settings. Describing the way in which the sustainability work is managed was another priority area for 2010.

It is our hope that you, the reader, will gain a clearer picture of the way in which Systembolaget works to take responsibility for our impact on people and the environment, and the way in which we endeavour to integrate this sustainability work into our operations.



## Application level

The report has been prepared in accordance with the Global Reporting Initiative’s (GRI) guidelines, level B+. It has been reviewed by an external reviewer.



Application level	C	B	A
GRI reporting requirements	C+ = with certifying report	B+ = with certifying report	A+ = with certifying report
Descriptions of the organisation profile	Report criteria. 1.1 2.1 – 2.10 3.1 – 3.8, 3.10 – 3.12 4.1 – 4.4, 4.14 – 4.15	Report all criteria.	Report all criteria.
Descriptions of approaches to every indicator category	Not required.	Required for every indicator category.	Required for every indicator category.
Reporting core indicators	Report at least 10 indicators, including at least one from each of the following categories: social, economy and environment.	Report at least 20 indicators, including at least one from each of the following categories: economy, environment, human rights, labour, society and product responsibility.	Report all core indicators or explain why they are not reported with reference to the importance of every indicator.



# The Report's scope and boundaries

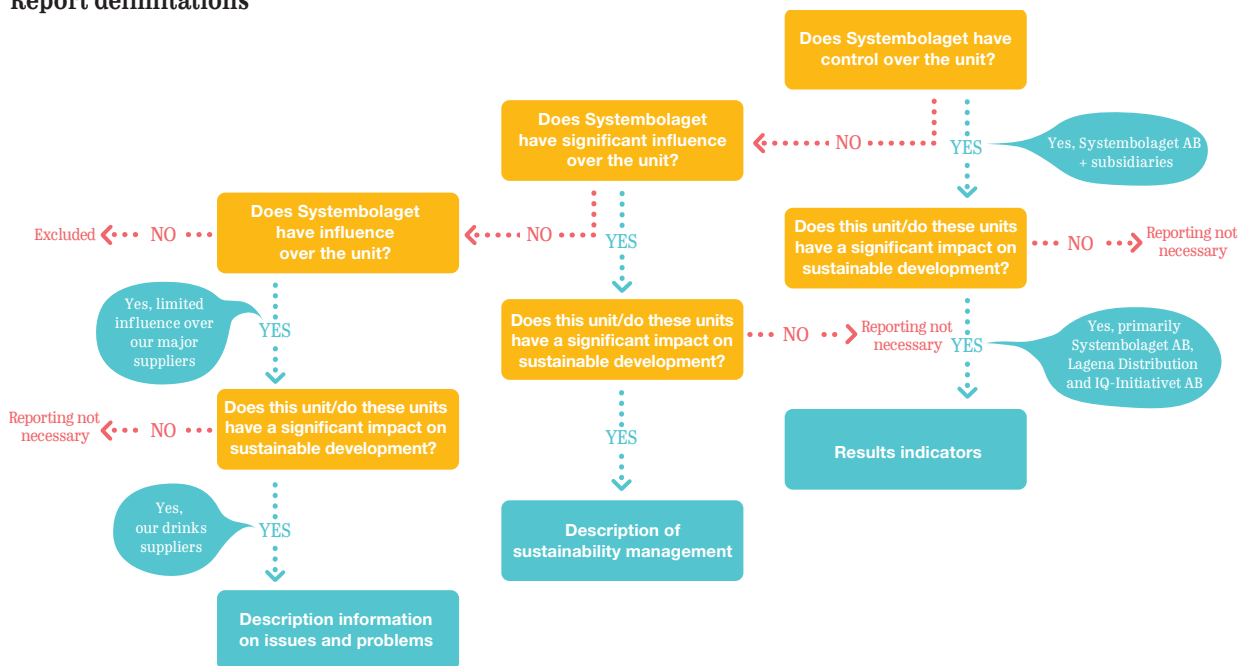
The Sustainability Report for the 2010 financial year comprises the Parent Company, Systembolaget AB and the wholly-owned subsidiary companies, IQ-Initiativet and AB K14 Näckströmsgatan. All of the companies comprise operations in which Systembolaget exercises control over financial and operating policies and routines. The basic principle is that all companies shall be represented in all result indicators. Exceptions are reported under the respective indicator in the GRI table on pages 6-14. The formerly wholly-owned subsidiary company, Lagena Distribution AB, was sold during the year and we have, therefore, elected not to include the company in the 2010 GRI Report.

The GRI indicators presented in the Sustainability Report are selected in line with the materiality analysis originally conducted in 2009. This analysis was updated in 2010 and, as a result of the update and organisational changes within Systembolaget, the indicator selection has changed.

We have reported 28 indicators in 6 categories this year. The summary and quality assurance of the indicators is produced by Systembolaget's GRI Coordinator.

Comparison figures are reported where appropriate and in cases where comparison figures from previous years' reports have changed as a result of changes to calculation methods, this is noted under the indicator. Target figures are presented where appropriate.

## Report delimitations



# Updated materiality analysis

The materiality analysis is a charting process designed to identify and highlight the key areas with which Systembolaget shall work and on which it shall report, with regard to sustainable development. The starting points are the GRI principles and the area's significance. By significant, we mean the areas that reflect those in which Systembolaget has the greatest financial, environmental and societal impact.

The original materiality analysis from 2009 was updated in 2010 in line with changed conditions and on the basis of the results of the stakeholder dialogue conducted during the spring of 2010. The framework for our CSR work is provided by a combination of the

UN's Global Compact Initiative, our core values, and our strategic plan. The Global Compact Initiative divides CSR into four areas, namely human rights, the environment, labour conditions and anti-corruption. We have also chosen an additional four areas on which to focus, namely integrated sustainability management, CSR-related skill development, transparent communication and sustainable purchasing. The focus areas are ones in which we can have a considerable impact on sustainable development and risks and opportunities, and in which we have considerable influence and control. The indicator selection is based on the updated materiality analysis.

## Mapping significant issues



# In-depth stakeholder dialogue

Systembolaget has deepened its knowledge of how our stakeholders view our sustainability work during the year. We have done this by means, in part, of 52 in-depth interviews with customers, suppliers, stakeholder organisations, owners, the media, and employees. The aim of the stakeholder dialogues was to learn about the respective stakeholders' knowledge of, attitudes to and wishes with regard to Systembolaget's CSR work. This is an important part of the ongoing strategic and operational CSR work, and of the GRI reporting. The dialogues were conducted in cooperation with an external consultant and the stakeholders were selected

on the basis of influence over, interest in, attitude towards and knowledge of Systembolaget's CSR work. The dialogue show that there is, in the opinion of the stakeholders, a substantial risk of extensive, negative effects if Systembolaget fails to live up to their expectations when it comes to CSR work. All of the stakeholders were also of the opinion that Systembolaget needs both to improve when it comes to communicating its efforts to ensure that the operations are sustainable, and to become more transparent. In response, we have highlighted examples of the dilemmas we have encountered during the past year in our Responsibility Report.



## Stakeholder mapping, 2010

The following stakeholder groups were identified ahead of the implementation of our stakeholder dialogues.



# List of contents for GRI

Any complements to, deviations from and comments on the chosen GRI indicators in Systembolaget's Responsibility Report are listed below. References are made to the Responsibility Report (RR) and to the GRI annex (A). The report has also been reviewed by Ernst & Young. Result indicators EN26, HR3, SO1, SO2 and PR5 have been revised.

**W** = Reported wholly   **P** = Reported in part   **N** = Not reported

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<b>2.9</b> Significant changes during the reporting period.	<b>W</b> A3
<b>2.10</b> Awards received during the reporting period. <i>IQ's Christmas and New Year campaign for Alcohol Profiler won the Resumé magazine's banner competition in January. "Rus" [Booze], a film about a party that starts off as fun and then goes off the rails for some of the partiers, was rewarded with a Silver Egg, in April, in Sweden's most prestigious communications campaign, "Golden Egg". IQ's Calorie Profile won gold in the Social Information category at the Spinn gala in November. The Spinn competition rewards effective marketing PR in seven categories and is organised by PRECIS (The Association of Public Relations Consultancies in Sweden).</i>	<b>W</b> 31
<b>REPORT PARAMETERS</b>	
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<b>3.3</b> Reporting cycle.	<b>W</b> A3
<b>3.4</b> Contact person for the report.	<b>W</b> Inside cover.
<b>3.5</b> Process for defining report content.	<b>W</b> A3
<b>3.6</b> Boundary of the report.	<b>W</b> A3
<b>3.7</b> Limitation of scope or boundary of report.	<b>W</b> A3
<b>3.8</b> Reporting principles for jointly owned companies, subsidiaries, etc.	<b>W</b> A3
<b>3.9</b> Data measurement techniques and bases for calculation.	<b>W</b> A3
<b>3.10</b> Explanation of effect of re-statements of information provided in earlier reports.	<b>W</b> A3
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<b>3.12</b> Table identifying the location of the Standard Disclosures in the report.	<b>W</b> 90-91
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**GOVERNANCE, COMMITMENTS, AND ENGAGEMENT**


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<b>4.2</b>	The role of the Chairperson of the Board.	<b>W</b>	55
<b>4.3</b>	Independent or non-executive Board Members. <i>Independence in relation to the State is not reported, in accordance with the State's 2009 Ownership Policy.</i>	<b>W</b>	48–49, 52
<b>4.4</b>	Mechanisms for shareholders' and employees' to provide recommendations etc., for the Board. <i>Issues relating to the labour environment and employees' opportunities to engage in a dialogue with the company management are handled by the Health &amp; Safety Committee and the Cooperation Council, which comprise representatives of both the company management and trade unions. The employee viewpoint is represented by six members of both the Health &amp; Safety Committee and the Cooperation Council.</i>	<b>W</b>	See below
<b>4.5</b>	Remuneration to senior executives.	<b>W</b>	56, 58
<b>4.6</b>	Avoiding conflicts of interest within the Board. <i>Reference to the Swedish Companies Act, ABL 8:23.</i>	<b>W</b>	See below
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<b>4.16</b>	Approaches to stakeholder engagement.	<b>W</b>	12–13, A5
<b>4.17</b>	Key topics and concerns arising through stakeholder engagement.	<b>W</b>	12–13

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## MANAGEMENT APPROACH AND PERFORMANCE INDICATORS

### Economic impact

#### Management approach

44, 46, 47

The primary orientation within the financial perspective component of the strategic plan is: we shall be sustainable and cost-effective in all processes and decisions.

The indirect economic impact of which Systembolaget has the greatest knowledge is linked to alcohol-induced harm in society and the benefits of the monopoly as a sales channel for alcoholic drinks.

### Economic performance indicators

**EC1.** Generated and distributed direct economic value.

**W** 16

Systembolaget's day to day operations help create economic value for the company's various stakeholders. Systembolaget buys in drinks from suppliers (94 per cent of operating costs) and the drinks are sold in stores to our customers. Salaries are disbursed to employees, the owner (the State) receives dividends, society receives taxes, and the banks receive interest income. Systembolaget's subsidies of alcohol research benefit society, as does the IQ initiative. The investments in IQ's operations are part of the Group's operating costs, as are its salaries and social security contributions, and correspond to SEK 26.5 million (SEK 24.4 m).

Economic value by stakeholder *			
SEK m	Stakeholders	2010	2009
<b>Value created</b>			
Income	Customers (primarily)	24,537	23,886
<b>Distributed value</b>			
Operating costs (goods and services)	Suppliers	22,354	21,686
Salaries and payroll overheads	Employees	1,456	1,440
Dividend	Owners (primarily)	403	253
Taxes	Society	158	53
Social investments	Society	4	4
<b>Remaining within the Group</b>		<b>161</b>	<b>451</b>

\* Based on the Consolidated Income Statement and Statement of Cash Flow.

**EC3.** Coverage of the organisation's defined benefit plan obligations.

**W** 81

**EC9.** Description of significant indirect economic impacts, including the extent of impacts.

**P**

There are a number of different research reports showing the indirect economic effects of alcohol consumption and the way in which alcohol is sold. We provide examples in the Responsibility Report and here, in the annex.

An international group of researchers, headed by Harold Holder at the Prevention Research Center in California, in response to a request by the Swedish National Institute of Public Health, studied what the effects would be if Systembolaget's monopoly were to be abolished. The group comprised experts from seven different research institutions in a range of countries and the starting point for the report was that Systembolaget's stores were replaced, either by sales in licensed stores that only sell alcoholic drinks, or by sales in food stores.

It is calculated that a scenario in which Systembolaget's 400 or so stores were to be replaced with 800 licensed stores would lead to an increase of approximately 17 per cent in alcohol consumption. This is, in turn, expected to lead to 770 more deaths per year, to 8,500 more cases of violence reported to the police, to 2,700 more cases of DUI (driving under the influence), and to 4.5 million more days of sick leave per year.

If alcohol were, instead, to be sold in all of Sweden's 8,000 food stores, the experts anticipate an increase in consumption of 37 per cent, with 2,000 new deaths, 20,000 more cases of violence reported to the police, 6,600 more cases of DUI, and 11 million more days of sick leave per year.

*Delimitation: Systembolaget delimits this indicator to apply to affects at national level.*

### Environmental impact

#### Management approach

26–27, 42

The environmental aspects of significance to Systembolaget's operations were identified through an environmental survey conducted in 2001. The company's environmental policy was formulated on the basis of this survey. Systembolaget works to bring about environmental improvements by adopting an environmental plan that covers a fixed period of time and which includes fixed environmental goals that are based on the significant environmental aspects and the environmental policy. The environmental goals are achieved through a range of activities throughout the operations. Some of the focus areas are linked to key performance indicators that we monitor annually and report in the Responsibility Report.

The environmental work within Systembolaget is coordinated through a group comprising representatives from different departments, with the CSR director convening. The Environmental Group meets three times during every six-month period to review and follow up on the company's environmental work.

More frequent meetings are necessary at certain times of the year. The work is conducted in accordance with the environmental plan and the activity plan, in which the participants' areas of responsibility are specified. The environmental work shall be an integral part of the operations and every departmental director is responsible, under the President, for ensuring that Systembolaget's environmental policy is implemented and that action programmes are carried out.



**Environmental Performance Indicators****EN5.** Energy saved due to conservation and efficiency improvements.**W** 27**EN17.** Other relevant indirect greenhouse gas emissions by weight.**P** 27, 43

The reporting applies to the transports over which we believe we have control, i.e. both our personal transportation and the goods transports between our product depots, stores and agents, because they are initiated by us. Other transports are beyond Systembolaget's control.

The calculation method entailing the calculation of carbon dioxide emissions from transports between Systembolaget's depots, stores and agents has changed since 2009. Emissions were, in the past, related to net sales, but they are now related to the actual volumes transported. The comparison figure from 2009 has been adjusted in line with the new calculation methodology.

**Other relevant indirect greenhouse gas emissions, by weight**

Greenhouse gas emissions, the Group	2010		2009	
	Km	CO <sub>2</sub> , tonnes	Km	CO <sub>2</sub> , tonnes
Indirect greenhouse gas emissions (personal transport) *	7,423,057	915	6,886,426	853
Indirect greenhouse gas emissions. (Systembolaget, depot-store, depot-agent, store-store) **	-	1,112	-	1,299
Total indirect emissions		2,027		2,152
<b>Total greenhouse gas emissions</b>		<b>2,027</b>		<b>2,152</b>

\* The increase in comparison with 2009 is due, in part, to an increase in the number of trips by air and company car, and in part to the fact that we had no data for hire cars in 2009. The comparison figure from 2009 includes 15 tonnes of carbon dioxide emissions from Lagena.

\*\* The comparison figure from 2009 has been corrected in line with the new calculation method.

**EN18.** Initiatives to reduce greenhouse gas emissions and reductions achieved.**W** 42**EN22.** Total weight of waste by type and disposal method.**W** 26, 27

Waste product management, the Group	2010		2009*	
	Hazardous waste, tonnes	Other waste, tonnes	Hazardous waste, tonnes	Other waste, tonnes
<b>Composted</b>	0	0	0	482
<b>Reused</b>	0	0	0	0
<b>Recycled</b>				
Paper	0	4,992	0	5,535
Glass	0	141	0	148
Plastic	0	150	0	157
Metal	0	239	0	304
Other	0	18	0	19
<b>Total recycled</b>	<b>3</b>	<b>5,541</b>	<b>3</b>	<b>6,164</b>
Incineration (energy extraction)	0	93	0	609
Landfill	0	0	0	37
Other (fluorescent tubes, light bulbs, batteries, electronics)	0	0	3	0
Unspecified disposal method**	0	53	0	0
<b>Total waste, tonnes</b>	<b>4</b>	<b>5,688</b>	<b>7</b>	<b>7,291</b>

\* Of which, Lagena accounted for 2 tonnes of hazardous waste and 1,551 tonnes of other waste. There has been virtually no change in the amount of waste, excluding Lagena, in comparison with 2009.

\*\* Refers to mixed waste that is recycled, from which energy is extracted, or which is sent to landfill.

**EN26.** Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.**W** 26, 27

The measures that Systembolaget takes on an ongoing basis in order to reduce the environmental impact of the products that Systembolaget sells include offering drinks where the raw material has been organically grown. The EU's requirements for organic cultivation stipulated that it must have occurred without the use of chemical additives and pesticides and without the use of artificial fertiliser. Limited use of copper sulphate and sulphur dioxide is, however, permitted, in wine production. This reduces the impact on biological diversity, for example, in comparison with conventional cultivation. The measurements we carry out every quarter are based on our goals with regard to the percentage of organic sales and the number of organic items in the range. This is the measurement we use to evaluate our measures aimed at reducing the environmental impact of our products.

## Societal impact

### Labour practices and decent work

Management approach

28–35

LA1. Total workforce by employment type, employment contract and region.

W 28

#### Conditions of employment 2010\*

	Total number	Permanent employees		Fixed period employees		Full-time employees		Part-time employees	
		Number	%	Number	%	Number	%	Number	%
Systembolaget	4,825	3,996	83	829	17	1,176	24	3,649	76
Sales staff	3,980	3,175	80	805	20	415	10	3,565	90
Store managers	429	429	100	0	0	417	97	12	3
Caretakers	57	51	89	6	11	0	0	57	100
HQ	359	341	95	18	5	344	96	15	4
IQ	3	2	67	1	33	3	100	0	0
<b>Total, the Group</b>	<b>4,828</b>	<b>3,998</b>	<b>83</b>	<b>830</b>	<b>17</b>	<b>1,179</b>	<b>24</b>	<b>3,649</b>	<b>76</b>

\* Refers to all employees as of 31/12.

#### Staff turnover 2009\*

	Total number	Permanent employees		Fixed period employees		Full-time employees		Part-time employees	
		Number	%	Number	%	Number	%	Number	%
Systembolaget	4,744	3,917	83	827	17	1,114	23	3,630	77
Sales staff	3,930	3,124	79	806	21	396	10	3,534	90
Store managers	419	419	100	0	0	409	98	10	2
Caretakers	71	61	86	10	14	1	1	70	99
HQ personnel	324	313	97	11	3	308	95	16	5
IQ	3	3	100	0	0	3	100	0	0
Lagena	152	152	100	0	0	152	100	0	0
<b>Total, the Group</b>	<b>4,899</b>	<b>4,072</b>	<b>83</b>	<b>827</b>	<b>17</b>	<b>1,269</b>	<b>26</b>	<b>3,630</b>	<b>74</b>

\* Refers to all employees as of 31/12.

The large numbers of fixed period and part-time employees is due to the fact that we experience sales peaks at the end of the week and are unable to occupy the number of staff needed at weekends throughout the rest of the week. These conditions are common within the retail trade sector.

Delimitation: GRI stipulates that a breakdown by region should be made and that the number of contracted personnel should be reported. There is currently no natural regional breakdown for us and we cannot see any additional value in generating such a breakdown. Systembolaget reports the total number of employees as of 31st December 2010, i.e. the number of permanent employees, fixed period employees, those employed on a trial basis, and temporary staff. Systembolaget delimits the indicator to exclude information regarding contractors, due to the complexity of producing data on this subject.

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

**W** 29

<b>Staff turnover 2010*</b>																			
	Number of employees		Number who have left			Women		Men		Full-time		Part-time		aged <30		aged 30–50		aged >50	
	Number	Number	%	Left	%	Left	%	Left	%	Left	%	Left	%	Left	%	Left	%	Left	%
<i>Systembolaget</i>	3,927	588	15	402	15	186	15	73	7	515	18	256	27	195	10	137	13		
Sales staff	3,131	531	17	368	16	163	18	30	8	501	18	253	28	166	12	112	13		
Store managers	421	17	4	8	4	9	4	17	4	0	0	0	0	10	3	7	7		
Caretakers	60	12	20	9	17	3	38	0	0	12	20	1	50	3	14	8	22		
HQ personnel	315	28	9	17	9	11	9	26	9	2	15	2	20	16	8	10	11		
<i>IQ</i>	3	1	33	1	33	0	0	1	33	0	0	0	0	1	50	0	0		
<b>Total, the Group</b>	<b>3,927</b>	<b>588</b>	<b>15</b>	<b>401</b>	<b>15</b>	<b>186</b>	<b>15</b>	<b>73</b>	<b>7</b>	<b>515</b>	<b>18</b>	<b>256</b>	<b>27</b>	<b>195</b>	<b>10</b>	<b>137</b>	<b>13</b>		
<b>Ex. Lagena</b>																			
<b>Personalsömsättning 2009*</b>																			
	Number of employees		Number who have left			Women		Men		Full-time		Part-time		aged <30		aged 30–50		aged >50	
	Number	Number	%	Left	%	Left	%	Left	%	Left	%	Left	%	Left	%	Left	%	Left	%
<i>Systembolaget</i>	3,864	536	14	349	13	187	16	67	6	469	17	200	24	171	9	165	15		
Sales staff	3,070	475	16	319	14	156	18	27	7	448	17	196	24	149	11	130	15		
Store managers	410	19	5	7	4	12	6	17	4	2	17	0	0	5	2	14	14		
Caretakers	75	15	20	11	17	4	44	0	0	15	20	2	40	4	16	9	20		
HQ personnel	309	27	9	12	7	15	12	23	8	4	27	2	17	13	7	12	13		
<i>IQ</i>	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
<b>Total, the Group</b>	<b>3,864</b>	<b>536</b>	<b>14</b>	<b>349</b>	<b>13</b>	<b>187</b>	<b>16</b>	<b>67</b>	<b>6</b>	<b>469</b>	<b>17</b>	<b>200</b>	<b>24</b>	<b>171</b>	<b>9</b>	<b>165</b>	<b>15</b>		
<b>Ex. Lagena</b>																			
<i>Lagena</i>	227	75	33	13	6	62	27	75	33	0	0	64	28	11	5	0	0		

\* Refers to the number of permanent employees and those employed on a trial basis as of 1st January. The percentage who have left is calculated on the basis of the number within the respective category.

*Delimitation: GRI stipulates that a breakdown by region should be made. There is currently no natural regional breakdown for us and we cannot see any additional value in generating such a breakdown. Staff turnover is calculated on the basis of the number of permanent employees and those employed on a trial basis who left Systembolaget during the year in relation to the number of permanent employees and those employed on a trial basis as of 31st December. GRI stipulates that the calculation should be made as of 31st December, but Systembolaget believes that a calculation as of 1st January gives a more accurate result.*

**LA4.** Percentage of employees covered by collective bargaining agreements.

**W** 29

**LA7.** Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.

**P** 32

Absence due to sickness	2010		2009	
	Number of employees	Absence due to sickness, %	Number of employees	Absence due to sickness, %
<i>Systembolaget</i>	4,825	4.9	4,744	5.1
Sales staff	3,980	5.3	3,930	5.6
Store managers	429	3.3	419	2.8
Caretakers	57	10.2	71	7.4
HQ personnel	359	4.2	324	3.2
<i>IQ</i>	3	1.2	3	2.6
<i>Lagena*</i>	–	–	152	8.6
<b>Total, the Group</b>	<b>4,828</b>	<b>4.9</b>	<b>4,899</b>	<b>5.3</b>

\* Lagena's absence due to sickness figures are calculated on the basis of an average number of employees per year, 2009 (174 employees).

*Delimitation: Systembolaget only reports absence due to sickness. No statistics are kept regarding occupational injuries, work-related diseases and lost days. Absence due to sickness is calculated by dividing the number of hours of absence due to sickness by the number of actual hours worked. GRI stipulates that a breakdown by region should be made. There is currently no natural regional breakdown for us and we cannot see any additional value in generating such a breakdown. GRI stipulates that contractors should be reported, but due to the complexity of obtaining available data, Systembolaget delimits the indicator from this information.*

**LA11.** Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.

**W** 30, 35

The Swedish Employment Security Council works with what is known as transition assistance, which entails the provision of advice, support and guidance in conjunction with termination of employment due to a lack of work. Those whose employment has been terminated due to lack of work can, in some cases, receive income protection in the form of severance pay (AGE).

**LA12.** Percentage of employees receiving regular performance and career development reviews.

**W** 30

For the number of employees, please see LA1. The figure for the number of performance and career development reviews is based on Systembolaget's ESI survey. It is, in other words, the employees themselves who have been asked to say whether they have had a performance and career development review with their manager during the year.

**LA13.** Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.

**W** 51

Breakdown of employees by gender, age group and ethnic origin.							
2010							
	Number of employees	Percentage, women	Percentage, men	Percentage aged < 30	Percentage aged 30 – 50	Percentage aged > 50	
Systembolaget	4,825	67%	33%	34%	45%	21%	
Sales staff	3,980	69%	31%	41%	39%	20%	
Store managers	429	53%	47%	4%	76%	20%	
Caretakers	57	86%	14%	7%	39%	54%	
HQ personnel	359	59%	41%	5%	70%	25%	
IQ	3	100%	0	0	67%	33%	
<b>Total, the Group</b>	<b>4,828</b>	<b>67%</b>	<b>33%</b>	<b>34%</b>	<b>45%</b>	<b>21%</b>	
2009							
	Number of employees	Percentage, women	Percentage, men	Percentage aged < 30	Percentage aged 30 – 50	Percentage aged > 50	
Systembolaget	4,744	68%	32%	34%	44%	22%	
Sales staff	3,930	70%	30%	40%	39%	21%	
Store managers	419	50%	50%	3%	77%	20%	
Caretakers	71	86%	14%	8%	41%	51%	
HQ personnel	324	62%	38%	6%	67%	28%	
IQ	3	100%	0%	0%	67%	33%	
Lagena	152	18%	82%	9%	69%	22%	
<b>Total, the Group</b>	<b>4,899</b>	<b>62%</b>	<b>38%</b>	<b>33%</b>	<b>45%</b>	<b>22%</b>	

**LA14.** Ratio of basic salary of men to women by employee category.

**P**

Pay conditions *	Median salary 2010		Median salary 2009	
	Women	Men	Women	Men
Systembolaget	**	**	**	**
Sales staff	101	97	101	97
Store managers	95	107	95	106
Caretakers	100	96	100	99
Head Office	**	**	**	**
IQ	***	***	***	***

\* Refer to the median salary for the group/median salary for both groups key performance indicator.

\*\* Not reported as HQ comprises far too large a variation in positions for the reporting to be meaningful.

\*\*\* Not reported because the category comprises 100 per cent women.

Delimitation: GRI stipulates that the reporting shall be based on the basic salary. Systembolaget calculates on the basis of the median salary. Systembolaget delimits this indicator to apply solely to the Parent Company.

**Human rights**

	<i>Management approach</i>		8–11, 36
<b>HR2.</b>	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	<b>W</b>	36, 37
	Systembolaget divides its suppliers into two groups: one for drinks suppliers (wet products) and one for other suppliers (dry goods). Systembolaget currently has around twenty drinks suppliers who account for approximately 80 per cent of sales volumes. These twenty suppliers should be regarded as the most significant. Systembolaget will be making demands of its drinks suppliers according to plan, in 2012. See page 36 of the Responsibility Report.		
<b>HR3.</b>	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.	<b>W</b>	37, 43
	91 per cent of the purchasing staff have completed an 8-hour CSR training course in 2010. <i>Delimitation: Systembolaget delimits this indicator to apply to our purchasers of dry goods, and those who participate in major purchasing decisions – a total of 34 people.</i>		
<b>HR4.</b>	Total number of incidents of discrimination and actions taken.	<b>W</b>	
	We have had no legally confirmed cases of discrimination in 2010.		

**The organisation's role in society**

	<i>Management approach</i>		4, 6, 34		
<b>SO1.</b>	Nature and scope of the routines that assess the impacts of operations on communities, including entering, operating and exiting.	<b>W</b>	1, 14, 15		
	The programmes we have put in place to assess the impact of our operations on local communities correspond, for us, to our efforts to evaluate Systembolaget's mandate and monopoly. This is done by means of, amongst other things, the Holder report, Age verification, and OPI (Opinion Index). The programmes comprise Systembolaget AB's operations in Sweden. In the Holder report, researchers have evaluated the consequences if Systembolaget were no longer to exist (see additional information under indicator EC 9). With regard to age verification, a total of 6,300 control purchases are carried out every year (5,700 in stores and 600 from agents). The results are presented to the stores and Area Managers in question on a rolling basis. All Area Managers receive a complete presentation of results for the company every week, in which the areas are also ranked against one another. The results form the basis for measures designed to increase ID checks in stores or the area. The store which, the reports show, requested ID in 100 per cent of cases of control purchases made over a combined total of 12 months is rewarded. The overall key performance indicator for age verification is based on the control purchases carried out in our stores. Systembolaget measures the Opinion Index (OPI) every month in order to monitor Swedes' support for Systembolaget and the retail monopoly. The average of the year's measurements are the basis for our OPI strategic key performance indicator.				
<b>SO2.</b>	Percentage and total number of business units analysed for risks related to corruption.	<b>W</b>			
	The company management established the annual risk analysis in November 2009. The risk analysis covers the entire sphere of operations and hence comprises the entire Systembolaget corporate group, i.e. stores, head office, and subsidiary companies. A review programme has been set up, based on the risk analysis, in which the risks adjudged to be most significant have been reviewed in greater depth in 2010. A number of reviews have been carried out during the year, but the risk of corruption examined most closely in 2010 was that of compliance with Systembolaget's general purchasing terms and conditions. The review comprised an evaluation of the way in which existing guidelines corresponded with Systembolaget's mandate, with regard to brand neutrality and compliance with the guidelines for the area. The purchasing terms are drawn up and followed up centrally for all stores' purchases and the same applies to follow-ups of improper contacts with suppliers and supporting purchases. The department reviewed is responsible for 100 per cent of drinks purchases and for 93 per cent of Systembolaget's total purchases and the review can, therefore, be said to have comprised all of Systembolaget's units. No significant observations were made. Systembolaget's rules and guidelines, and its methodology, were adjudged to be adequate and its personnel were adjudged to comply with them. A new risk analysis was carried out in November 2010 by the company management. It is clear, from this analysis, that deficient compliance with rules and guidelines associated with brand neutrality is still a high priority risk.				
<b>SO3.</b>	Percentage of employees trained in organisation's anti-corruption policies and procedures.	<b>W</b>	30, 34		
		<b>2010</b>	<b>2009</b>		
	<b>Percentage of employees who have had a dialogue* concerning anti-corruption work</b>	<b>Number of employees (see LA1)</b>	<b>Percentage of employees informed</b>		
		<b>Number of employees (see LA1)</b>	<b>Percentage of employees informed</b>		
	<i>Systembolaget</i>	4,825	2,700	4,744	2,932
	Store staff	4,037	2,047	4,001	2,281
	Store managers	429	367	419	365
	HQ personnel	359	286	324	286
	<i>IQ</i>	3	0	3	0
	<i>Lagena</i>	–	–	152	0
	<b>Total, the Group</b>	<b>4,828</b>	<b>2,700</b>	<b>4,899</b>	<b>2,932</b>

\* One of the dialogue areas during performance and career development reviews is that of Systembolaget's ethical programmes and guidelines for external contacts. The percentage who have had a dialogue figure refers to the "Number of employees who have stated that they have had a performance and career development review during the period." Receipt of the relevant information is checked during the review.

<b>SO4.</b>	Actions taken in response to incidents of corruption.	<b>W</b>	34
	There have been no incidents of corruption in 2010.		

**Product responsibility**

	<i>Management approach</i>			18, 25, 38
<b>PR2.</b>	Total number of incidents on non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	<b>W</b>		
	No incidents 2010.			
<b>PR3.</b>	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	<b>W</b>		25
	The table refers to the reporting for 2010. The rules governing information on and labelling of products does not change very frequently that it justifies comparison years. The most significant product or service category is alcoholic drinks. Alcohol-free drinks, gift items, wine tasting services etc., are, therefore, not reported in this indicator. Systembolaget does not carry out its own labelling. Our responsibility consists, rather, of checking compliance with laws and regulations. This is done in conjunction with purchase for all alcoholic drinks.			
	<b>Does our process for checking information on and labelling of alcoholic drinks include the following information requirements?</b>	<b>Yes</b>	<b>No</b>	<b>Percentage of alcoholic drinks comprised by the process</b>
	The country of origin of the content of alcoholic drinks	X		42%
	Alcohol content*	X		100%
	Safety when using the product**		X	
	Scrapping of the product and environmental impact, and social impact thereof***		X	
	Organic labelling	X		2.65%
	Fairtrade	X		0.44%
	* GRI stipulates that we shall provide information on substances that can have an environmental or social impact. We have assumed that refers primarily to information on the alcohol content of our products.			
	** We do not demand that our products are labelled with regard to safety. Our mandate does, however, include providing information on the risks associated with alcohol. This is done by means of signage and brochures in our stores, for example, and information campaigns on our website, TV and in the cinema.			
	*** Systembolaget's general purchasing terms include requirements that packaging is recyclable and that it should be labelled with sorting instructions. We provide information on the way in which the various types of packaging shall be sorted at source on our website.			
<b>PR5.</b>	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	<b>W</b>		18, 44
<b>PR6.</b>	Programmes for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.	<b>W</b>		6
	Systembolaget's market communication is steered by applicable legislation, such as the Swedish Marketing Practices Act and the Swedish Alcohol Act, and by Systembolaget's agreement with the State. Providing information on the risks associated with alcohol is an important part of Systembolaget's mandate. We do this by means of, amongst other things, in-store information, Systembolaget's website, our Customer Services department, communication activities by the IQ subsidiary company and TV advertising.			
<b>PR7.</b>	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communication, including advertising, promotion, and sponsorship by types of outcome.	<b>W</b>		
	No cases have been reported in 2010. This is ensured by checking all market communication off against applicable standards and codes before publication. Systembolaget's Communications & Information Director is ultimately responsible for this work.			

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