CSR report 2015

Arbejdernes Landsbank

Aktieselskabet Arbejdernes Landsbank | CVR-no. 31 46 70 12 | Copenhagen

CSR report 2015 for Arbejdernes Landsbank

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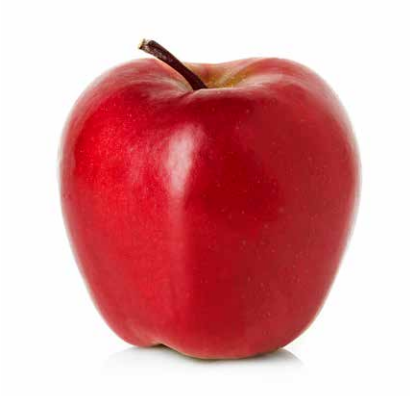

Arbejdernes Landsbank

- Building on sound values

At Arbejdernes Landsbank, we have built our business on sound values such as accountability, credibility and sustainable growth. Stable and sound banking is the very essence of our operations. We have a profound respect for our customers' time and money, as well as the well-being of our employees.

Arbejdernes Landsbank has a long history of social responsibility, dating back to the founding of the Bank in 1919. At its establishment, the object of the Bank was to secure independence for the trade-union movement from capitalist banks in a conflict situation; to endeavour to safeguard members of the trade-union movement in a conflict situation; and to offer better and cheaper loans as alternatives to mortgage borrowers.

Today social responsibility continues to be the foundation of our banking philosophy. Our fundamental values and the Bank's approach to customers, employees, cooperation partners and investments are built on respect for people and an objective to leave the most positive impression possible on the world. According to our code of conduct, we must be accountable, attentive and straightforward. Our code of conduct describes the behaviour employees must strive for every day to ensure the best possible customer experience for customers, to ensure the best possible workplace for fellow employees, and to ensure the best possible conditions for society and the environment.

Four focus areas within CSR

We have a number of policies and objectives within CSR, seeking to ensure and promote the well-being and financial security of our employees and customers, as well as our involvement in society and our environment. We are striving to live up to our social and economic responsibilities in the following four focus areas:

- Customers and products
- Employees
- Society
- Climate and the environment

Customers and products

Arbejdernes Landsbank is a bank for

- private individuals
- small and medium-sized enterprises
- trade unions and associations

All the Bank's business activities emanate from the needs of our customers, and as financial and economic advisors, we undertake to provide our customers with the best terms and conditions possible. We do this to enable businesses to expand their activities and to ensure that private customers are able to live life to the full within their financial means.

Our policy is to:

- treat all customers professionally, with respect and concern for their individual needs
- ensure that our customers understand their financial situation and the products we offer
- ensure in particular that no customer leaves a meeting without having understood our advice
- offer all our customers personal consultancy, which is adapted to the individual customer's needs
- ensure that our advisory services always create value for our customers, and that our level of service is one of highest in Denmark
- train our consultants so that their competencies live up to the legitimate expectations of a full-service bank
- offer our customers ethically screened investments
- offer our customers the same prices for the same type of business

Initiatives

Responsible advisory and loans policy

At Arbejdernes Landsbank, we concentrate on business activities aimed at ensuring safe frameworks for customers when things are good, as well as when the climate is less favourable. This means that the Bank has held back on business transactions which might risk seriously affecting the finances of private customers, for instance, on account of unfavourable trends on the capital markets.

Transparent prices

Customers must be able to see how much they pay for the services they receive from the Bank. Therefore, the Bank has no hidden fees or charges and we are working to ensure that the price structure is easy to understand, with fair prices. Prices and terms are available at www.al-bank.dk/priser (Only available in Danish).

Dialogue and availability

Entering into close dialogue with our customers is an important prerequisite for ensuring that they are treated professionally and with respect for their individual needs. The Bank attaches great importance to long-term customer relations. The Values Interview, carried out every three years with private customers, is to ensure that dialogue and advisory services are based on customers' values, wishes and needs. In 2015, the Bank extended its availability; now customers can call the Bank from Monday to Friday between 8 a.m. and 8 p.m. Furthermore, customers can book a meeting from Monday to Thursday from 8 a.m. to 8 p.m. and on Fridays between 8 a.m. and 4 p.m.

Customer satisfaction measurements

The Bank regularly participates in various customer satisfaction surveys, analyses and price-comparison surveys carried out by independent suppliers. For the seventh consecutive year, Arbejdernes Landsbank was chosen by Danes as their preferred bank in one of Denmark's most comprehensive bank surveys, carried out by Voxmeter. The result of this survey is published in the media, on social media and on our website in order to create openness and transparency about the Danish banking market, to the benefit of our customers and the Bank.

Bonus schemes and emoluments of the Executive Management

No managers or other employees receive a bonus solely on account of individual performance such as personal

sales activities. Our bonus schemes are paid out on the basis of performance by the Bank, branch/department and the individual employee, as well as the employee's adherence to our values. Emoluments of the Executive Management, which solely comprise a fixed salary, pension and company car are published in the Bank's annual report.

Ethical investments

Since 2003, the Bank has offered its portfolio customers a screened global share portfolio through the Bank's own investment association "*AL Invest Udenlandske Aktier Etisk*". The opinions of our customers on ethics and socially responsible investments are the primary mover for the investments.

If the customer has granted us authority, we attach great importance to socially responsible investment alternatives. This applies if we make investments on our customers' behalf, e.g. through pooled schemes and products requiring power of attorney, but it also applies if we invest the Bank's own portfolio.

We do not wish to invest in shares and bonds issued by enterprises, which deliberately and repeatedly break the rules built on the UN principles and intentions. We also take account of standards set by national authorities in markets where enterprises are active, and this also applies to standards set by international organisations supported by Denmark.

We do not currently work with a formalised screening process for single issuers, but if we are informed about possible conflicts, we take initiative to dispose of a given position. We also work to ensure that the Bank's cooperation partners invest responsibly. Therefore, when assessing specific investment assets, a responsible investment process will have a positive weighting in our choice of cooperation partners.

Green loans

As part of our full product package, we offer AL-Energilån (energy loans) at favourable interest rates. The green loans provide customers, and particularly homeowners, with the opportunity to borrow up to DKK 200,000 for eco-friendly home improvements. The loans may be spent on installing energy-efficient windows, solar panels, geothermal heating pumps and similar.

Results

Monitoring investment associations

Our objective for 2015 was to ensure that the Bank's investment-association providers continue to screen their investment portfolios on the basis of ethical criteria. Ethical screening of investments is part of a parametre to assess potential cooperation partners. We have fulfilled this objective; at the end of 2015, we could ascertain that all the investment associations with which we collaborate are screening their investment portfolios on the basis of a number of ethical criteria.

Objectives for customers and products 2016

Monitoring investment associations

Objective: We will ensure that the Bank's providers of investment associations continue to screen their investment portfolios on the basis of ethical criteria.

Responsibility practice[1]: We will meet this objective by continuing to confer with the Bank's providers of investment associations about their policy on ethical screening of their investment portfolios.

Organisational adaptation[2]: This task is to be integrated into the daily work of employees responsible for projects.

Measurement[3]: Measurements are carried out of the Bank's providers of investment associations to determine the extent of ethical screening of their investment portfolio.

[1] Responsibility practice describes the practice which leads to compliance with the objectives.
[2] Organisational adaptation describes how we adapt the organisation to solve the task.
[3] Measurement describes how we measure whether the activity has successfully met the objective.

Employees

As an employer, we consider it our responsibility to create the framework for a healthy, safe and motivational working environment.

Our policy is to:

- provide working conditions which motivate and inspire our employees in their daily work
- offer flexible working hours which allow individual employees to create a better balance between their private life and life at work
- create career and development opportunities for employees at all levels in the Bank
- ensure a healthy physical and psychological working climate
- care for employees who suffer from stress or sickness

Human rights and anti-corruption

In Arbejdernes Landsbank we respect human rights by complying with Danish legislation, collective agreements and labour-market practice which incorporate and specify protection of most of the basic rights. Furthermore, we strongly condemn any type of corruption, and we regularly assess the Bank's policies and procedures in relation to the corporate governance recommendations and the Code of Conduct regulations.

Policy on the under-represented gender in management positions

In 2013, the Bank's board of directors adopted a policy on the under-represented gender in order to promote equal opportunities between genders in management positions.

The policy sets the following general objectives:

- to create appropriate distribution between men and women in the Bank's management
- to follow up on developments in the gender composition of management
- to provide opportunity to assess and adjust goals and means
- to ensure progress and results

Specifically the objective is:

- to increase the percentage of the under-represented gender with a view to meeting the 40/60 ratio of genders laid down in legislation by 2017
- to ensure that the Bank's employees know that they have equal opportunities to make a career and fill management positions

The gender distribution in management positions in the Bank has not changed significantly since the policy was adopted on 27 March 2013. At the end of 2015, the distribution was 28/72. Recruitment and promotion take place as laid down by the policy, according to which the best candidate must be hired for the job. If there are two end-candidates with similar professional and personal qualifications, the candidate from the under-represented gender will be chosen.

To increase the share of the under-represented gender, through career interviews and management development courses, the Bank has focused extensively on development of future and current managers.

Policy on absenteeism due to sickness

We have clear guidelines for managers and employees to follow in the event of sickness. For instance, we hold care and sickness interviews and, if possible, we offer a lighter job at the Bank to employees who are no longer able to take on a full-time job.

Policy on stress

We believe that engaging in an open and honest dialogue on stress ultimately helps prevent stress. Accordingly, we have drawn up a policy on stress, which describes how we prevent and manage stress.

Initiatives

Health and well-being

We consider our employees to be our most important resource and therefore we have launched a number of initiatives focusing particularly on promoting their general health and well-being:

- All the Group's employees are covered by joint health insurance with LifelinePlus Skandia
- All employees can have eight annual preventive treatments at Falck Health Care
- We offer employees the possibility of improving their physical fitness and social relations through various sports activities in the Bank's own fitness association ALI
- Funds have been allocated for all branches and departments to hold social events to encourage a sense of community and a good working environment
- Guidelines have been drawn up on preparing healthy and low-fat food in our canteens
- To maintain a good social and psychological working environment we measure employee satisfaction and measurements of the extent of absenteeism due to sickness are carried out quarterly
- The Bank ensures follow-up on the physical working environment by conducting workplace assessments every three years, with subsequent action plans

Flexitime scheme

We want to give employees as much flexibility as possible, in order to make it easier for employees to harmonise family and working life. Therefore, we have established a flexitime scheme for all employees.

Career and development plans

In order to realise the Bank's objective of being an attractive workplace, we work systematically with competence development. Each year, mandatory personal and professional development plans are prepared for all employees. Annual staff-development interviews are carried out, focusing on future career wishes and development opportunities. Every six months, the staff-development interview is followed up with the development plan and the job target for the individual employee.

Well-being and management surveys

Every other year, a well-being and management survey is made to ensure cohesion between the expectations of the Bank, the managers and the employees. The results of the survey provide a snapshot of employee well-being and management, and they indicate the areas requiring special attention to create an even better workplace.

All managers with staff responsibilities are responsible for preparing an action plan with specific initiatives to improve well-being.

Senior-policy scheme

We offer all employees over the age of 60 a reduction in working hours if they so wish (80%, 70% or 60%, depending on age). As part of the senior-policy scheme we have developed a senior-policy portal aimed at providing employees of the Bank over 55 years of age with an overview of the different possibilities offered, for instance, interviews for seniors and days especially arranged for this age group.

Results

Health check for all employees

One of our objectives for 2015 was to offer health checks for all employees as part of our initiatives to promote the general health and well-being of employees. Half of the Bank's employees chose to accept the Bank's offer, although this is some way from our objective of 80%. However a positive observation is that our objective to improve figures for cholesterol, blood pressure and body fat percentage was reached, which indicates that there is an overall improvement in the general health condition of employees.

- 83% of employees have normal blood pressure against 80% in 2013
- 32% of employees have excessive body fat percentage against 37% in 2013
- 22% have raised cholesterol levels against 24% in 2013
- All employees have normal blood sugar levels

Competency development of employees

Another objective for 2015 was to ensure that, through a skills-upgrading training programme, employees and managers could advise customers on the basis of the Bank's new private customer concept. The training focused on using new tools, and particularly on the behaviour of the individual employee, to ensure that employees and managers felt comfortable about providing consultancy on the basis of the new private customer concept.

Therefore, we have worked closely with an external partner to carry out a training programme focusing on behaviour to ensure successful implementation of the new concept. We have realised our objective to train about 300 consultants and about 100 managers. Participants' course evaluations were 4.8 on average (out of 5).

Objectives for employees 2016

Health at the Bank

Objective: To create increased focus on health and psychological working environment at the Bank.

Responsibility practice: In future, all workplace assessments will be held as dialogue-based morning meetings.

Organisational adaptation: The Bank's Health and Safety Consultant is responsible for planning and holding Dialog APV (Dialogue-based workplace assessment) in all the Bank's branches and departments over a three-year period.

Measurement: The Bank's 94 branches and departments must be visited over a three-year period. In 2016, about 30 branches and departments were visited.

Release the potential of all employees

Objective: To focus on releasing the potential of the individual employee through structured and transparent processes. At the same time, we will select and develop especially promising employees for talent-development programmes.

Responsibility practice: Through structured processes we will ensure that opportunities are created to ensure that the potential of all employees is identified and developed.

Organisational adaptation: HR is responsible for the process and the talent development programme.

Measurement: All employees have had the opportunity for a dialogue about their potential as part of their annual performance and development interview. At least 50% of employees in the talent development programme have changed to a job with greater complexity and responsibility within the past 1-3 years.

Society

We at Arbejdernes Landsbank want to support and get involved in good causes locally, nationally and internationally.

Our policy is to:

- support information campaigns through recognised organisations
- establish sponsorship collaboration with sports clubs and non-profit organisations
- get involved in the local community and contribute to developing culture and recreational activities
- support humanitarian work through Danish and international relief organisations

Initiatives

Humanitarian aid for children

Each year, we contribute to relief work for children. We have chosen to support ASF Dansk Folkehjælp (Danish People's Aid), for whom the Bank's Chief Executive, Gert Jonassen is an ambassador. Since 2012 Arbejdernes Landsbank has supported the Børn, Unge & Sorg charity which helps children and young persons who witness their parents or siblings falling seriously ill or dying. In 2015 we also supported danske hospitalsklovne (Danish hospital clowns).

Other humanitarian aid

In addition to humanitarian aid for children, in 2015 we also supported the Danish Cancer Society. Further to this, under the auspices of the Bank, we supported the Movember and Breast Cancer campaigns through activities on our Facebook page as well as by selling support bracelets at local branches.

Arbejdernes Landsbanks Fond

The Arbejdernes Landsbank Fund aims at strengthening Danish society through education and knowledge. The fund was established in 1957 and is operated as an independent institution. Information about dates for applications etc. are provided on the Bank's website https://www.al-bank.dk/fond.

+Camp

Since 2009 we have sponsored the project +Camp which, based on learning styles, various motivation techniques and with scheduled fitness exercises, aims at eliminating social isolation, preventing overweight children and encouraging learning.

Bullying and social responsibility

In 2015, in collaboration with actor and lecturer, Peter Mygind, we held free lectures on bullying and social responsibility. Seven years ago, Peter Mygind's son was brutally assaulted, and this incident inspired Peter's active participation in the fight against bullying and motivated him to share his own experiences by giving lectures.

Voluntary debt counselling

The Danish Ministry of Social Affairs, Children and Integration has allocated pooled funds to help a number of relief organisations set up debt counselling in major Danish towns. The aim is to help people with debt problems recover control of their financial situation. The counselling service is manned by volunteers working in the Danish banking sector. Arbejdernes Landsbank is supporting the initiative by reimbursing part of the hours spent by our employees on working as voluntary debt advisors.

Teaching young people about finance

Last year, the Danish Bankers' Association launched Denmark's first official Money Week to put focus on teaching private finances to senior classes at secondary school through teaching, games and group work for an entire week. The Bank supports this initiative, and in addition to a number of financial advisors, Gert Jonassen, our CEO, will take part in the event as a guest teacher in March 2016.

Give Hope

In 2012, Arbejdernes Landsbank started working with the Børn, Unge & Sorg charity which helps children and young persons who witness their parents or siblings falling seriously ill or dying. During 2015, the Bank supported the Børn, Unge & Sorg charity and was also the main sponsor for the "Give Hope" cycling team, which in the summer holiday cycled around Denmark collecting funds for the charity.

Collaboration with Rugvængets Skole (elementary school)

Since 2012, the Bank has worked closely with a class at Rugvængets Skole in Ballerup. The collaboration began with class 7.A, which we adopted and followed until they graduated in June 2015. The purpose of the initiative was to prepare children for the financial aspects of life after school and help them enter into a better future.

On 1 August 2015 we adopted yet another 7.A at the school, and in 2016 we will continue teaching the children about economics and budgeting, tutor them about personal competences, discuss topics such as motivation and bullying and give them a perspective of everyday life in the business community by e.g. inviting them into the Bank.

Results

Bullying and social responsibility

Our objective for 2015 was to hold eleven lectures with Peter Mygind for about 1,600 persons. We met that objective, and we managed to increase the number of attendants to 2,100 persons.

Do you know who you are?

In 2015, three lectures with Arne Nielsson, helped disseminate the message on how parents, spouses and colleagues can make the most of their own potential and that of others. Around 750 people participated in the lectures.

Understanding private finances

Our objective to help our customers and others; old as well as young persons, to gain a better understanding of their personal finances was realised in the course of the year through a number of lectures at educational institutions and at events in the branches.

Trainee scheme

For 2015 we set an objective on employing six new financial students and five financial trainees. As at 15 August 2015 we have employed five students and six financial trainees.

Objectives for society 2016

In 2016 we expect to hold at least ten lecture evenings with total attendance of more than 800 persons. The lectures will be based on the following themes.

Bullying and social responsibility

Objective: To disseminate the message that if we strengthen community and personal self-esteem, the risk of bullying will become very small.

Responsibility practice: This objective will be realised by the Bank holding a number of lecture evenings with the Danish lecturer, actor and entertainer Peter Mygind.

Organisational adaptation: A person responsible for marketing as well as a local person responsible for sales have been appointed in connection with each lecture.

Measurement: Reports will be made to the Marketing Department on how many people have participated in the individual lectures.

Do you know who you are?

Objective: To disseminate the message on how parents, spouses and colleagues can make the most of their own potential and that of others.

Responsibility practice: The objective will be realised by the Bank holding a number of lectures with coach and lecturer Arne Nielsson.

Organisational adaptation: A person responsible for marketing as well as a local person responsible for sales have been appointed in connection with each lecture.

Measurement: Reports will be made to the Marketing Department on how many people have participated in the individual lectures.

Teach your children healthy eating habits

Objective: To disseminate how parents can teach their children healthy eating habits and a healthy lifestyle.

Responsibility practice: This objective will be realised by the Bank holding a number of lectures with dietician Kristoffer Schou.

Organisational adaptation: A person responsible for marketing as well as a local person responsible for sales have been appointed in connection with each lecture.

Measurement: Reports will be made to the Marketing Department on how many people have participated in the individual lectures.

Understanding private finances

Objective: To help our customers and others - young persons as well as the elderly - gain a better understanding of their personal financial situation.

Responsibility practice: As in 2015 we will again this year host a number of courses and lectures on personal finances for our customers of all age groups.

Organisational adaptation: A person from Marketing Department has been appointed to manage this task.

Measurement: Our success will be measured on the basis of demand for our materials and our lectures and courses, as well as any subsequent feedback from participants.

Climate and the environment

The Bank believes it has a responsibility to avoid unnecessary negative impacts on the environment.

Our policy is to:

- only use suppliers, IT products, processes and infrastructure which can contribute to reducing energy consumption and impacts on the environment
- reassess regularly our procedures in order to find possibilities to minimise our resource consumption
- avoid taking part in financing activities which we deem to have an unnecessarily negative effect on the environment

Initiatives

Reduction of paper consumption

At Arbejdernes Landsbank we strive to develop electronic solutions that can help reduce paper consumption. The Bank has, for instance, developed a digital "signature room", in which it is possible for customers to sign certain card and credit agreements. In day-to-day operations, all paper waste is collected and sent for recycle.

Energy-efficient building projects

We develop building projects using energy-labelled products which impact the environment as little as possible. In connection with new construction and renovation of branches, we have sharp focus on the environment by e.g. using low-consumption technologies and high-insulation materials. For instance, a requirement will be imposed on the use of energy-saving light bulbs, LED lighting, low-energy windows and heat management.

Environmental requirements for fixtures and equipment as well as products

We demand that our suppliers account for their CSR policy and the origin of their materials. One requirement is to ensure that the materials, products as well as fixtures and equipment purchased by the Bank are produced and transported so as to impact the environment as little as possible.

Electronic mail to customers

Our objective is that as a standard procedure we send mail to customers electronically e.g. vi email to customers in e-Boks and AL-NetBank. We expect this initiative to reduce annual environmental impacts to an extent corresponding to production and consumption of about 4-5 million sheets of paper. This will also reduce consumption of printer toner and printer components.

Results

Digital signature room

Our objective was to save about 500,000 sheets of paper. This objective was almost met in 2015 as the savings achieved came to around 400,000 sheets. There is still room for additional digitalisation of agreements and contracts, and this will continue to be a focus area in 2016.

Moreover, as one of the few banks in the sector we have helped develop and launch the possibility for customers to approve digital agreements directly from their mobile phones. This increases the possibility for our customers to approve agreements on the go, which they increasingly demand.

Ensure a healthy working climate

The following initiatives were carried out to improve the indoor climate in 2015:

General

CTS systems have been installed in branches, making it possible to regulate the indoor climate quickly and effectively. In 2012, the CTS system was installed in the Bank's monitoring systems to discover error messages immediately, and to correct errors quickly. Remote adjustments can be made from computers operated by caretakers and via the Bank's monitoring systems.

The following branches and buildings had CTS systems in 2015

Branches

Amager, Brønshøj, Dalum, Enghave, Esbjerg, Frederikssund, Glostrup, Helsingør, Herlev, Hillerød, Hjørring, Holbæk (new), Horsens, Hunderup, Højstrup, Kalundborg, Kolding, Lyngby, Nyborg, Nykøbing Falster, Nørrebrogade 52, Nørrebrogade 62, Nørre Sundby, Panoptikon, Roskilde, Randers (new), Randersvej, Ringsted (new), Seden, Sønderborg, Skive, Slagelse, Sluseholmen, Valby, Vejgård, Vejle, Viby, Østerbro, Århus.

Siestavej 6, 2nd floor

Improvement and expansion of existing ventilation systems so that the installation meets our specification requirements.

Branch at Østerfælled Torv

Cooling systems have been installed following measurements of high temperatures in rooms during summertime.

Panoptikonbygningen

Insulation of facades and new windows have been initiated. A generally improved indoor climate is anticipated.

Panoptikon, 8th floor

In connection with refurbishing rooms, ventilation etc. has been established, corresponding to other refurbished floors in the building.

In 2016, the following expenses have been budgeted to improve the indoor climate

We have planned to replace or improve three ventilation/climate installations because they have operational problems and are disproportionally energy-consuming. Improvements may consist of fitting new ventilators and cooling units with considerably lower energy consumption in relation to the output, and at the same time, fitting new electronics that provide much better control of the output of the installations.

To ensure good workplaces

The following work has been carried out due to indoor-climate problems and health and safety at work issues

The branch in Gladsaxe

In connection with renovation, desks have been replaced by electric height-adjustable desks.

The branch in Frederikshavn

Desks have been replaced by electric height-adjustable desks. The checkout desk is replaced by a more ergonomical Bondo type.

Ballerup

New and more insulating windows facing pedestrian street.

Branch in City

The checkout desk is replaced by a more ergonomical Holmriis type.

Reduction in energy consumption

Calculations of the Bank's total energy consumption have been made since 2011. Meter-readings are registered throughout Denmark. In 2015, Facility Management registered consumption and collated the data in an overview summary.

In 2015, together with an authorised energy consultant, Alectia, Facility Management reviewed selected properties with a view to identifying further opportunities for energy savings. There is a report with proposals for energy-efficiency initiatives. The Bank will include these recommendations in its planning, and as far as possible, implement these, if this is financially viable.

Circulation pumps in heating stations are regularly replaced in the Bank's properties. These are replaced by pumps with considerably lower electricity consumption.

The heating consumption is calculated in different metering units. To ease comparison, these are converted into kWh.

The following conversion factors have been applied:

1 MJ = 0.278 kWh
1 Mcal = 1.163 kWh
1 m^3 gas = 9.3 kWh
1 m^3 district heating= 40.7 kWh

Calculations in are not exact, as the energy contents of a unit depend on e.g. the quality of gas. In such instances, we have converted with an average factor.

The conversion factors issued by the Danish Energy Agency are used to convert to CO_2

Electricity: 1 kWh = 340 g CO_2
Heating: 1 GJ = 34 g CO_2

The registered electricity consumption of branches and departments is
2011/2012
3,459,404 kWh corresponding to about 1,175 tonnes of CO_2

2012/2013
3,690,330 kWh corresponding to about 1,250 tonnes of CO_2

2013/2014
3,711,128 kWh corresponding to about 1,261 tonnes of CO_2*

The other registered heating consumption for properties etc. is
2011/2012
8,879,520 kWh corresponding to about 1,086 tonnes of CO_2

2012/2013
9,420,410 kWh corresponding to about 1,153 tonnes of CO_2

2013/2014
7,611,000 kWh corresponding to about 989 tonnes of CO_2

Any deviations from previous years are because the Bank obtained exact readings on properties in 2015. These figures were not previously available and therefore previous years' consumption figures were estimates. See also comments about conversion factors.

Photovoltaics to produce electricity
Seden
It has not been possible to carry out measurements through the installation for 2015. The solar installation is expected to produce about

6,000 kWh per year, corresponding to two tonnes of CO_2 and equal to the surplus production sent into the electricity grid. Payment is received for this the rest of the time and this is set off in the meter.

2012
427 kWh

2013
544 kWh

2014
389 kWh

Glostrup
2013
22,090 kWh corresponding to about 7.5 tonnes of CO_2

2014
24,700 kWh corresponding to about 8.4 tonnes of CO_2

2015
24,280 kWh

Gl. Kongevej
The installation was taken into use in December 2014 and therefore had no measurable production in 2014. The installation is expected to be able to produce 7-10,000 kWh per year.

Sluseholmen
Solar installations at the property are in the budget and the installation is expected to produce about 58,000 kWh per year.

Use of information
The information is collected and assessed by Facility Management and Building & Furnishing in order to assess the energy-saving investments.

Reducing energy consumption of buildings in connection with renovation

There has been general focus on ongoing energy improvements, see comments about lighting sources and energy labelling. New reporting by authorised energy consultants has been implemented, and this is expected to be used in planning in 2016. See also point 3.

Fixtures and products
The suppliers mentioned below have documented that their products satisfy the Bank's product-manufacturing requirements and requirements for material content.

Fixtures and suppliers
Ingvard Christensen (Danflex) is our main supplier of desks from Danflex, office chairs are from HÅG, customer chairs are from Fredericia Møbelfabrik and from Four Design, cupboards and moveable cabinets are from Danflex, various special fixtures are from Danflex.

G4S handles our security. Carpets are from EGE (Swan-labelled).

Reducing electricity consumption

In 2015, Arbejdernes Landsbank replaced all lighting sources in the Bank's procurement portal with LED. Together with the Bank's cooperation partner, we will monitor developments in LED lighting and upgrade the Bank's procurement portal if necessary. The Bank is expected to save up to 60% on lighting by changing to LED.

Objectives for climate and the environment 2016

Digital signature room

Objective: To continue the development of digital signature rooms so that more documents can be signed digitally. This will give the Bank further opportunity to save print/paper of up to 500-600,000 more pages such that the total annual paper savings approach 1,000,000 sheets of paper.

Responsibility practice: The Bank will enter into cooperation with Totalkredit and Letpension to expand opportunities to approve mortgage-credit documents as well as pension and insurance contracts digitally.

Organisational adaptation: The IT department will make extra effort to increase use of agreements on cooperation and practice.

Measurement: Measurement will be on the number of our customers who use the possibility, and, as a result of this, how much paper is saved.

Ensure a healthy working climate

Objective: In the initial planning phase on new construction and renovation, as well as in work rooms in general, the existing climate installation and the workplace assessment for the premises will be assessed.

Responsibility practice: In connection with budget planning, improvements are incorporated when environmental requirements cannot be observed. Before the start of a full renovation, the expected temperature in the rooms exposed are calculated by means of recognised simulation programmes. These calculations form the basis for planning. All climate installations are serviced twice a year to ensure that they work optimally.

Organisational adaptation: Janitors have been appointed to be responsible for making adjustments centrally. During working hours this takes place via the Bank's monitoring systems. Ascertained irregularities are action upon. Competent consultants specialising in calculations and planning of climate installations are used.

Measurement: According to the Bank's normal practice for workplace assessments, an assessment is made about one year after new construction or renovation. No regular measurements are made, but it is possible to print history in the automated systems if necessary.

Ensure good workplaces

Objective: In the initial planning phase on new construction as well as in work rooms in general, the existing conditions and workplace assessments for the premises are assessed in cooperation with the health and safety organisation.

Responsibility practice: In connection with budget planning, improvements in e.g. fixtures and equipment are incorporated such that desks and office chairs can be adjusted to fit the needs of the individual employee.

Organisational adaptation: An employee has been appointed in Building & Furnishing who regularly reviews and updates the action plans from the workplace assessment and compares these with statements in the visitor's logs.

Measurement: The Health and Safety Consultant reports problems identified in the WEB system and in visitor's logs. All employees can see the status of their own workplace assessments in the WEB system.

Every three years and after renovations, questionnaire surveys are conducted on workplace safety and health.

Reduction in energy consumption

Objective: Energy-labelling reports are used to plan savings initiatives. All employees at the Bank are encouraged to energy-saving behaviour.

Responsibility practice: The Bank's property administration and Building & Furnishing prioritise and incorporate savings opportunities annually. The data collected is analysed with a view to selecting focus areas.

Organisational adaptation: One employee in Facility Management has been assigned to focus on energy. Projects with significant savings potentials will be budgeted. Behavioural measures with benchmark option are being planned.

Measurement: General information about energy consumption has been collected in Facility Management. Consumption figures are published in the annual notification to the CSR Report.

Ensure reduction in the energy consumption of buildings in connection with renovation and technical alterations

Objective: The currently least energy-consuming designs for new or renovated energy-consuming installations are always fitted. This is planned in the initial phase on new construction and renovation, as well as in work rooms in general.

Responsibility practice: Requirements are set during planning on taking recommendations in energy labelling into account in budgets, and incorporating them in projects. Requirements are set to control ventilation and heating automatically so that the energy is used optimally in relation to demand. Building programmes describe requirements for automatic on/off switches, energy-saving light bulbs and LED lights, recovery of heat from air-conditioning installations, new low-energy windows, heat management etc.

Organisational adaptation: Employees in Building & Furnishing are trained in construction and have knowledge about energy-saving measures. One employee in Facility Management has been assigned to focus on energy. Facility Management ensures that energy reports are prepared according to legislation.

Measurement: General information about energy consumption has been collected in Facility Management. Consumption figures are published in the annual notification to the CSR Report.

Ensure that the materials, fixtures and equipment purchased by the Bank are produced and transported so as to impact the environment as little as possible

Objective: We demand that our suppliers account for their CSR policy and the origin of their materials.

Responsibility practice: We issued requirements for fixtures and equipment in our "Environmental requirements for fixtures and equipment as well as products" in December 2009.

Organisational adaptation: In connection with tendering procedures for various product supplies, environmental requirements are a factor in the decision-making process.

Measurement: Suppliers have to deliver a report on how they comply with environmental requirements. The list of suppliers with a CSR policy was extended in 2012.

Reducing electricity consumption

Objective: LED lighting sources are generally always offered when lighting sources need replacing and LED is relevant. Developments in lighting sources is regularly monitored.

Responsibility practice: The Bank's procurement department regularly monitors developments in cooperation with Building & Furnishing and suppliers.

Organisational adaptation: The Bank's procurement department is responsible for ordering the best solutions possible when needed. The options are described on the intranet.

Measurement: General information about energy consumption has been collected in Facility Management. Consumption figures are published in the annual notification to the CSR Report.

EHRHORN HUMMERSTON

AKTIESELSKABET
Arbejdernes Landsbank

CVR-no. 31 46 70 12, Copenhagen

Vesterbrogade 5 · DK-1502 Copenhagen V
Phone +45 38 48 48 48 · www.al-bank.dk