

Explanation to the Scorecard for Sustainability 2015

Indicator	Definition and delineation
Transparency	
Solvency margin Storebrand Life Insurance	According to Note 47 in the Storebrand ASA Annual Report 2015.
Dow Jones Sustainability Index	Qualified for the index
Trust in the financial sector	
Net Promoter Score (NPS) Norway	Net Promoter Score (NPS) is a standard methodology that shows the proportion of customers answering 9 and 10 minus the corresponding 0-6 on the question "On a scale from 0-10, to what extent would you recommend Storebrand to a family member, friend or colleague?" SPP completes top down NLS (Net loyalty Score) through telephone interviews with retail customers in order to track customer satisfaction against target. It is measured on every retail customer in SPP's database excl. roles that represent a business.
Sweden	
Customers experience that all our relationships, solutions and measures are sustainable	Quarterly survey by Norstat with the following questions: "Below are some statements about Storebrand. Please consider these on a scale from 1-10, where 1 is strongly disagree 1 and 10 is strongly agree". One of these questions is related to the 3 rd customer promise: All our relationships, solutions and measures are sustainable. Only measured for retail customers in Norway
Processing time for complaints	Share of registered complaints that have been processed within 3 weeks (21 calendar days or less) from processing start date-end date). The measurement does not include complaints handled by remote appeal bodies, including litigation. A complaint is a written or oral request from a customer who expresses dissatisfaction/disagreement with a decision and that leads to a written response from Storebrand. The measurement includes both health assessments and ordinary complaints from all parts of the Group.
Ethics and anti-corruption	
Number of employees that complete e-learning courses	Number of employees that finish the e-learning course (210 ethics/18 corruption)
Ethics	
Corruption	
Human Capital	
Sick Leave	Number of sick leave hours divided by number of hours worked. Including SPP (incl. Nordben and Euroben), Storebrand Norway (10) companies and Storebrand Baltic.
Employees' job satisfaction	Activities to define the Group's ambition related to employees' work

Explanation to the Scorecard for Sustainability 2015

	<p>satisfaction. The indicator is composed by four questions in a Questback survey;</p> <ol style="list-style-type: none"> 1. In general, how satisfied are you as an employee with your workplace? 2. Imagine the perfect place to be employed: How close to this ideal is your workplace? 3. I feel motivated in my job. 4. I am looking forward to going to work every day.
Proportion of female managers	Defined as a management position with personnel responsibilities. Project managers are not included.
Diversity	To what extent do you feel treated equally regardless of age, gender, belief, disability, ethnicity or sexual orientation?
Employees' awareness and support of Storebrand's corporate responsibility work	Composed by a question in the annual employee satisfaction survey conducted by Ennova: 1) I am aware of the main elements in Storebrand Group's CSR work.
Climate Change	
Storebrand Anbefalt Pensjon Sustainability rating Equity	Average sustainability score in the equity proportion of Storebrand Anbefalt Pensjon is measured by the sustainability score of Storebrand Ekstra Offensiv Pensjon. This portfolio has a targeted equity of 100% and is a combination of funds identical to the portfolio of Storebrand Anbefalt Pensjon. Each fund included in Storebrand Ekstra Offensiv Pensjon has an average sustainability score which is measured from each company's weight in the fund, multiplied by Storebrand's sustainability rating for the company. Companies without a sustainability rating are not included in the rating. The methodology is developed by Storebrands own department of sustainable investments.
SPP Fondsförsäkring- Total sustainability rating Fondstorget	Average sustainability rating for fondstorget in SPP. Each fund included in Fondstorget has an average sustainability score which is measured by each company's weight in the fund, multiplied by Storebrand's sustainability score for the company.
<i>Garantert Pensjon</i> Equity: Aggregated sustainability rating	Each position is given a sustainability rating from 0-100 which is weighted in the total portfolio of included positions
Real Estate: Aggregated sustainability rating	Proprietary method of measuring value weighted rating of real estate investments in the life portfolio given by each real estate environmental quality, environmental quality in operations and asset management, based on energyclass and environmental certification. Forestry investments not included.
Environmental requirements to suppliers	Part of Norwegian and Swedish existing suppliers with a main agreement, which is Co2 neutral, and eco-light certified, IS 14001 certified, miljööbas or similar.
CO ₂ -emissions (metric tons)	CO ₂ -emissions from the Group's Norwegian and Swedish operations. Includes direct and indirect emissions, including airtravel and other transportation, energy consumption and waste (scope1-3). Energy consumption in managed properties are measured and reported, but is not included in the Group's carbon footprint, as there is no emission from the Group's activities. The carbon footprint is calculated by CO2Focus AS based on their methodology. CO2Focus AS

Explanation to the Scorecard for Sustainability 2015

	utilises a Nordic mix as the basis for calculating emissions from electric power.
Air travel (individual flights)	Number of individual flights pr. FTE made by the employees of the Group's Norwegian and Swedish business in service purposes.
Resource effectiveness	
Main office Norway and Sweden: Energy consumption	Temperature corrected energy consumption per square meter of heated area on the Group's headquarters at Lysaker Park. Total consumption registered by the energy supplier (electricity and district heating/cooling).
Water consumption	Measured water consumption in m ³ per m ² heated area based on data registered in energinet.net.
Waste – rate of recycling	Waste sorting: rate of waste sorted at the source. Almost all waste is subject to recycling. The rest fraction not sorted at the source is mechanically sorted at the waste recycling centre.
Paper consumption	Consumption of office paper (copy- and bond paper), envelopes, advertising paper used in own graphical centre, including externally reprinted and regulatory letter attachments in metric tons.
Real Estate: Energy consumption	Temperature corrected energy consumption per square meter of heated area of invested real estate properties. Based on figures from the energy supplier energy supplier (electricity and district heating)
Water consumption	Measured water consumption in m ³ per m ² heated area based on data registered in the environmental monitoring system in Norway.
Environmental certification of managed property	Percentage of area of managed properties in Norway and Sweden which are certified according to the Norwegian certification scheme Miljøfyrtårn, Miljöbyggnad, EU Green building, ISO 14001, Breeam, Leed or equivalent. Per square meter in Norway and Sweden. Real estate development sights and real estate where the tenant handles own energyagreements, energy construction and management thereof (barehouscontracts) are not included.