

2011



CSR – corporate social responsibility
Sustainability Report



öBo
Hem för dig

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What is Eurhonet?

European Housing Network is a network consisting of almost 30 public housing companies from England, France, Germany, Italy and Sweden. Within Eurhonet, there is a strong will to work towards a sustainable society where the impact on our shared environment is minimised through awareness and the implementation of active measures.



What is CSR?

CSR, Corporate Social Responsibility is about how a company affects society in both a positive and negative sense, and through its activities takes responsibility for these effects. It is based on the company voluntarily integrating social, economic and environmental considerations into its decisions, future actions and daily activities, in collaboration with other interested parties – its customers, its owner, its collaborative partners and so on.

CSR Report can, in principle, be translated as Sustainability Report. We have chosen the normal English term because the report is produced in cooperation with other European companies within the Eurhonet network.

We are publishing this report to show some of the examples related to the sustainability issues that we are working with at our company. We have divided the report into social responsibility from the perspectives of CSR, environmental responsibility, economic sustainability, working with other interested parties, and a good working environment.



Company facts

ÖrebroBostäder AB (ÖBO) is Örebro's municipal housing company, founded in 1946. Since 1995, the company has been a subsidiary of Örebro Rådhus AB. ÖBO is the largest landlord in Örebro. Almost one in every three residents of Örebro lives in an ÖBO property! We have houses, terraced houses, blocks of flats, and commercial properties, situated centrally as well as in the various suburbs and some of the smaller places around the Municipality of Örebro.

ÖBO facts – 31 December 2011

- 381 employees
- SEK 1 369 billion in turnover
- 22 335 flats
- 41 633 tenants
- 1 117 commercial properties
- Housing stock's average year of valuation is 1974
- Average annual rent is SEK 872/m²

Our objective is that ÖBO shall be characterised by:

- Security
- Individual values
- Value for money
- Integration and diversity
- Vibrant suburbs
- Environmental responsibility
- Aesthetics
- Influence and involvement
- Proud and committed employees

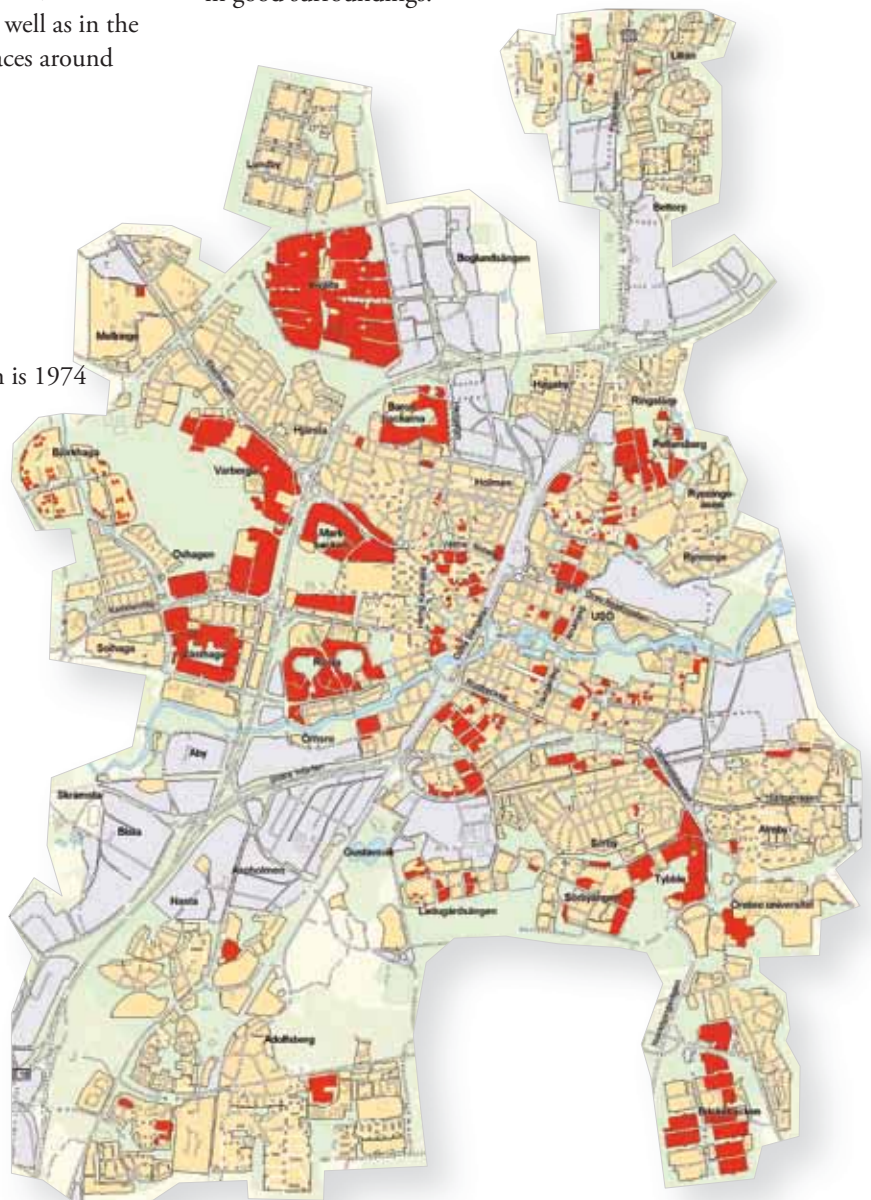
ÖBO's housing stock

Our vision

Home for you

Our business idea

To offer a wide variety of attractive residential properties in good surroundings.



Editorial

Our social responsibility pervades the entire company. I am proud of what ÖBO stands for, and the fact that our employees carry out their work based on social responsibility and sustainability thinking. In this year's report we would especially like to draw attention to our work on social issues, where what we do is very important for the city's residents and where we excel from a national perspective. I am particularly thinking of ÖBO's efforts with Jobb Punkt Väst Örebro (Job Point West Örebro), where almost 80 per cent of the participants now have jobs, and the new project Boendebyggande (Building Homes) in conjunction with the renovation work being carried out in Mitt Gröna Kvarter (My Green District). During 2012, it will be exciting to follow the results of this unique cooperation on housing construction, where the residents will actually be a part of the workforce.

One enjoyable event during the year was when ÖBO was invited to an international conference in France to explain about our work on safety and security. We had the honour of representing the housing sector in Sweden and were given the opportunity to share some good examples concerning collaboration and preventive work on safety and security.

Perhaps it is the key term – "Dare to try!" - which creates the working environment that provides opportunities for often being at the forefront regarding the development and testing of new techniques and methods of working.

I would also like to emphasise ÖBO's involvement in wind power. During the year, through Bixia Gryningsvind AB, we invested further in two wind turbines of which we own 40 per cent. With these new investments we are contributing a total of 20 GWh per year to renewable electricity generation. For ÖBO, this means that around 17 per cent of the energy we consume comes from wind power. And there will be more in 2012!

During the autumn, we became members of the

Swedish Property Federation. We are delighted about this, and we see our membership as an opportunity for increased cooperation with other property owners in the city. This will mean that we can all take a greater responsibility for the development of our city.

Through broad cooperation in various fields of activity, we along with others want to take responsibility and make a difference in the world. It is therefore important that we work with other interested parties on the development and testing of new environmental technology. For instance, we are the only housing company in the Nordic countries in the EU-funded BECA project that is developing, testing and evaluating new systems for the metering and billing of hot and cold water. This is one of many examples of how we are actively participating in the job of creating a more sustainable society.

The model for this report has been developed in collaboration with Eurhonet.

It means that we can compare ourselves with other companies in the housing sector, both in Sweden and in Europe, and learn from each other. Thanks to Eurhonet collaboration, our knowledge will be greater and we will be able to find new ways to develop the company's operations. Please take a look through this year's CSR report!

Yours sincerely

ULF ROHLÉN
*Managing Director,
ÖrebroBostäder AB*



1 Social responsibility



The home and its surroundings are important for people's ability to live a good life. Through taking social responsibility we are helping to create good living conditions as well as a safe and secure environment for everyone who lives and works in Örebro.

People are different, and everyone has different needs, circumstances, and wishes. ÖBO has a wide range of housing for people with many different requirements. We can offer a variety of homes in terms of both size and price-range, and they can be in all sorts of good living environments. We also want to be responsive and meet the individual service requirements of our tenants and, in various ways, create a "home for you".

Living in an ÖBO flat means more than just having a roof over your head. Safety and security are two mainstays that are important and we are working continually with preventative security measures and the building of networks. We have for example visible and accessible members of our own staff in our housing districts.

One challenge we face is how to increase the attractiveness of some of our districts, thereby contributing to greater integration and reduced segregation in Örebro. We are working from the long-term perspective in order to achieve this, among other things by coordinating all construction work being carried out in the west of the Municipality of Örebro. We are working on physical urban renewal and urban development, where the participation and influence of the residents are two of the main ingredients.

Our ambition of creating more rental flats in areas of the city that are currently dominated by owner-occupied houses and flats.

Everyone can live in an ÖBO property. Our rental system is the same for everyone and is available on the

Internet 24 hours a day. You can also call us for personal service or visit our Housing Rental Office (Bobutik).

My Green District

The My Green District (Mitt Gröna Kvarter) renewal project takes on several challenges regarding sustainability, and we have already been awarded a prize by the Delegation for Sustainable Cities. Measures are being implemented in different areas - energy use and climate change, participation and lifestyles, integration and employment, preservation of cultural environments, and artistic participation. What separates My Green District from other projects that have received support from the delegation is ÖBO's social sustainability thinking.

My stands for the residents having a perception of being involved and the feeling of being at home.

Green indicates that we want to strengthen the green values in the district and that the use of energy in the district will be reduced by more than half.

District shows that we will, with the help of technical, artistic and pedagogical efforts, strengthen the identity of the district.

Within the project, we are working with arts as a way of dialogue. It often leads to a functioning culture of participation, where more and more people become co-creators. An artist is therefore employed to work with the residents, giving them all the opportunity to leave their mark in public. The first of three culturally historic exhibitions was completed in the autumn of 2011.



The tenants will also be given the opportunity to influence and reduce their own impact on the environment. The individual metering of water, and thereby the visualisation of its consumption, will contribute to this.

Within the Building Homes programme (Boendebygande), unemployed people in the district are offered the chance to actively participate in the renewal process. Through collaboration with the Public Employment Service, the Municipality of Örebro and private contractors, we will collectively reduce unemployment and provide the local residents with practical training, education, and hopefully employment.

The successful project Job Point West Örebro

Job Point West Örebro (Jobb Punkt Väst Örebro) is a local job centre, for employers and job seekers alike, which is mainly aimed at ÖBO's tenants. The focus on Job Point West Örebro has shown a positive result after its three years. The participants in the project have been unemployed for a long time, many of whom have immigrant backgrounds and they have found it very difficult to get into the labour market. The goal of the project has been that every single participant could and should be able to take responsibility personally for getting into the job market.

An external assessment shows that of more than 240 participants so far, almost 80 per cent say that they now have an increased level of self-confidence, and just as many now have some form of occupation. Prison guards, waste management officers, bus drivers, customer care representatives, office cleaners, restaurant assistants, interpreters, bicycle repairmen, assistant nurses, carpenters, caretakers, CNC operators and sheet metal workers are just some of the professions that our participants have gone on to.

According to an external assessment that has been carried out, the following is clear:



Spadtag för Tegelbruket.

“This project is a good example of how a local player in the housing market, ÖBO, has taken on social responsibility above and beyond the ordinary and has achieved great success in this work to the benefit of themselves, their tenants and the Municipality of Örebro.”

Breaking the ground for Tegelbruket

The construction Tegelbruket, a multi-activity centre, is now well underway and is expected to be completed in January 2013. Tegelbruket will be Örebro's new meeting place for young people of all ages. The building will be filled with rehearsal rooms, a rock school, studios, stages, floorball courts, basketball courts, climbing facilities, a high rope course, an aerobics studio, a library, a cafeteria, study rooms, and much more. Tegelbruket is a collaborative project between Sensus and KFUM Örebro. The Municipality of Örebro and ÖBO are active in the construction process and are also contributing financially.



Socialt ansvarstagande

ÖBO promotes vibrant suburbs

Every suburb needs its local services in order to function and prosper. Most of us appreciate being able to walk down to the local corner shop to buy bread for breakfast, or perhaps pick up an evening paper.

This is why ÖBO is constantly striving to further develop and improve the suburban centres around our housing stock. It is important for our tenants, whether they are renting a flat or a commercial property.

In 2011, ÖBO Commercial Property made a concentrated effort to improve comfort and well-being at Oxhagen Centre, something that took place in collaboration with the Municipality of Örebro and the Träffpunkt Cooperative. The family centre and the restaurant had already had their premises renovated, and this year it was the turn of the meeting area where Träffpunkt carries out its activities. ÖBO Commercial Property is trying hard to rent out premises for activities and operations that will benefit the suburb as a whole and complement the range of facilities already available there.

– The new premises and the renovations in Oxhagen mean a new start for the area and will surely attract new participants into the market here,” said Pege Tolsheden, manager of ÖBO Commercial Property.

ÖBO at an international conference

As a representative of housing companies in Sweden, ÖBO’s housing consultant Erika Johansson was invited to an international conference in Lyon, France during the autumn of 2011, to explain how a large municipal housing company in Sweden is working with social living issues. Erika mainly drew attention to the collaboration with other parties within the Municipality of Örebro, such as the departments of social services and psychiatric care, and explained how we work together to prevent evictions and instead work for people to remain living where they would like to. In return for this, we received a lot of new thoughts and ideas on how we might further improve our social living work, both preventative and remedial.

ÖBO Senior plus – ÖBO’s new concept

During the year, ÖBO launched its first senior housing for tenants aged over 70, entitled ÖBO Senior Plus, in the senior houses Sofia and the Kilen District to the north of the city. What distinguishes Senior Plus homes, in addition to practical housing and the possibility to socialise with neighbours of roughly the same age, are the services



that ÖBO can help with, via the company’s Plus Host, who is the residents’ personal contact. This might mean addressing issues around the home, or organising practical services such as cleaning, window cleaning, providing assistance, shopping, or arranging community activities such as social events.

ÖBO Senior

Two coordinators provide support for those living in ÖBO’s Over-55s housing today, in total around 1,000 flats. These coordinators, together with the tenants, plan how the community rooms and facilities will be used and what activities can be organised, and they also provide support for anyone who wants to get involved and do something nice for their neighbours.

Stepping In

For two years, ÖBO has been participating in the municipality’s orientation programme for newly-arrived immigrants (SFI). We provide information at Stepping In (Steget in), the four-week course in civic information that is given to people who have recently received their residence permits. ÖBO conducts instructive sessions regarding basic housing issues. The hope is that early and through education will lead to a good start in their homes and prevent problems that may arise later due to lack of knowledge. Interest in taking these sessions has been enormous, and about 20 employees from the various departments of the company were involved in the Stepping In project during the year.

We offer a moving in visit

In addition to Stepping In for those who have just arrived in Sweden, we offer all tenants a home visit at the time they move in. This is an opportunity for the local housing



manager and for ÖBO to create a good and meaningful relationship with the tenant during the tenancy period. At the time of the home visit, the tenant will receive a lot of useful information about the property and the surrounding environment, and at the same time will have the opportunity to ask questions.

Green fingers in Varberga

We can now offer some fine new allotments in Varberga. Many people don't have access to a garden of their own, so now we can offer the chance for some pottering about in the garden and socialising with others who share the same interest. There is room for plenty of gardeners, and they don't need to live in Varberga in order to have the use of an allotment there.

Singing tenants

The ÖBO Choir, under the leadership of Fred Sjöberg and Gunnel Sjöberg, together with pianist Göran Bejstam, has been in full swing for several years now. The ÖBO Choir is part of a collaboration agreement between ÖBO and the County Music Organisation. The choir consists of ÖBO tenants who are eager to sing. A number of concerts have been performed over the years, and in the spring of 2011 the choir took to the stage at the Concert Hall together with guest artists Björn Hedström and the Ale Möller Band. Almost 150 tenants are actively involved today.

Students get cookery lessons

In a collaborative project involving the chefs at the restaurant Stallyktan and ÖBO, students are being offered

courses in cooking. Many of these students have only recently left home, and can be in need of some tips and ideas of how to spice up student food at a reasonable price. There has been a lot of interest in these cookery lessons, and both ÖBO and the students are hoping they will continue in the future.

Guarantee of student accommodation

Students are an important part in the development of the city. Therefore, ÖBO offers a home to all students who move to Örebro. The guarantee of accommodation is a short-term contract stating that all students who move to Örebro (from outside commuting distance) are guaranteed a home for the first six months.

Events for meetings

During the year, just as in years gone by, ÖBO was involved in organising events and meetings to bring people together. The VOX festival is a recurring annual event that ÖBO, together with local clubs and associations, again arranged during 2011. This was the sixth consecutive year for the festival, and the days were filled with movies, music, dancing and other activities for all ages.

We also organised activity days in our suburban districts. These included everything from flea markets, to barbecues, to district days with various performances and carousels. We believe that these social activities are extremely important for both security and well-being, as they create the possibility for people to meet, socialise with, and talk to neighbours.



2 Environmental responsibility



With today's greenhouse gas emissions, as well as the way in which we use the earth's resources, we are causing serious changes to the climate. We need a radical change to this way of using the planet's resources, where we all take responsibility for our common environment..

ÖBO has pledged to reduce carbon emissions by 20 per cent, compared with 2005, by the year 2015. This is a tough but realistic commitment where we are working on a broad front in order to achieve our goal.

One example of innovative thinking is that during the autumn of 2011 we started up a weather station that provides information on temperatures, wind and weather. With this information, we can control the temperatures inside our buildings more efficiently, thereby reducing energy consumption. Furthermore, we can use the weather station to control outdoor lighting more efficiently too.

ÖBO is thinking in an environmentally smart way, both when renovating and when building new homes. We use materials and technical solutions that help to reduce energy consumption and at the same time make our flats more comfortable. We place demands regarding the building materials we use, in order to reduce the use of substances that are environmentally hazardous or that could be hazardous to people's health.

Energy thieves in our laundry rooms

We devoted a lot of attention to our laundry rooms during 2011, because they consume a great deal of energy. We are gradually replacing old machines with new ones that are much more energy efficient. This action of replacing old machines with new ones means a drastic reduction of energy consumption in the laundry rooms, often by a factor of over 40 per cent. The greatest reductions are achieved when we replace the drying cupboards and tum-

ble driers with new machines. The reduced energy costs mean that such investments actually pay for themselves within three years.

Heated surfaces

Two years ago we decided to review the heating of ground surfaces adjacent to garages and basements, and turn such heating off where possible. This decision has resulted in an increased need for snow removal, but the energy savings have been huge. For the surfaces where we have turned off the underground heating so far, we have reduced the heating costs by SEK 2.5 million per year.

Climate-friendly lighting in Baronbackarna

The Baronbackarna district has been given new climate-friendly LED lighting both indoors and outdoors. The new lighting draws one fifth less energy than the previous form of lighting, and it also lasts longer and provides improved lighting.

– What is also nice is that this project is the first of its kind in Örebro and probably the first in the country as well!" said Jonas Tannerstad, the person responsible for the project at ÖBO.

Thanks to the increasing demand for LED lighting, the supplier is now in a position where 80 per cent of their development costs for lighting are related to LED. It has taken a long time, but this market is starting to take off. LED lighting could well dominate the market going forward, and we are on the front line.



EU project for saving water

ÖBO is the only housing company in Sweden, the only one in the Nordic region, and one of only seven companies in Europe, that has been granted money from the EU to focus on the individual metering and billing of hot and cold water. This EU project is called BECA. Within the framework of this project, we are measuring the consumption of hot and cold water in 430 flats. We expect water consumption to be reduced significantly.

The EU justified granting money to ÖBO by pointing out that they believe our solution stands out because it is unique, simple and built with standard industrial technology that is also available in Europe. This means large volumes, which in turn means better prices, and therefore more companies will have the opportunity to implement such energy-saving measures.

Wind in our sails!

ÖBO is investing in wind power. As a major property owner we consume a great deal of electricity, which in turn has a negative impact on the climate. By providing clean wind power to the market, we reduce our impact on the climate significantly. Another reason is that we believe electricity prices will continue to rise. Through our partnership in wind power, we can keep our future costs down. Wind is therefore good for the environment and good for the rents of our tenants in the future.



Sort correctly – it's easy!

There are many simple things that can be done to improve the environment and climate. One of them is correctly sorting garbage. ÖBO now has garbage information officers who knock on doors to show and tell tenants how they should be sorting their rubbish. We have collaborative projects with school classes who monitor some of our rubbish rooms, and we have produced a digital play about rubbish for educational purposes. Information and signs in the rubbish rooms have been improved in order to simplify the sorting process.

Eco convention

In order to inspire continued active environmental work, ÖBO arranged an eco convention during 2011, with half a day of training for all staff. The day included a wide range of lectures and discussions about how everyone can help towards achieving our common environmental goals.

Climate-friendly lawnmowers

A new climate-friendly type of lawnmower was tried out in Brickebacken during the summer of 2011. ÖBO cut the grass in Saxons Park with the help of a horse. A mowing unit was harnessed to the horse, which was allowed to graze by posts and trees. "Now that's natural outdoor maintenance, isn't it?" said Håkan Gustavsson, a local housing manager at Brickebacken.

Environmentally vehicle fleet

ÖBO is gradually replacing all of our vehicle fleet with more environmentally friendly alternatives.

3 Economic sustainability



ÖBO sees real estate as a long-term investment. Through good and responsible property management, in combination with stable economic development within the company, the right conditions are created to ensure sustainable and attractive homes for many years.

The foundation of all CSR work is a stable economy that provides the freedom to plan for the long-term. Furthermore, knowledge, creativity and commitment are all required in order to develop and improve the operation from a sustainability perspective.

Sometimes, slightly more expensive investments are needed in order to take a step closer to a sustainable society. Over the course of time, ÖBO expects to recoup any investments made in the form of lower costs, such as lower energy costs, less damage that requires urgent attention in our flats, reduced vandalism and, as a result of an increased feeling of well-being, a reduction in the number of people moving out. For society as a whole, aggressive CSR work contributes to a smaller environmental impact, it makes people feel better, and it means that we, together with other parties, really are taking social responsibility.

New law

A new law concerning Swedish public housing came into effect on 1 January 2011, and this affects municipal companies' conditions for conducting business. The amendments to the law were as follows;

- The Swedish "Allbolagen" law was abolished
- §2 "should operate according to normal commercial principles"
- §2 For the purposes of making profit, not covering costs
- The same return on investment as a comparable private sector owner would place on a comparable housing company
- The municipality cannot insist that the company takes

on operations knowing that they would prove unprofitable.

- §3 Transfer of value. Assets contributed multiplied by the average government borrowing interest rate plus one percentage point.

The changes in the law do not mean that our social responsibility will decrease, because the company's activities today are already being conducted with the objective of providing public housing according to businesslike principles.

This year's new construction

A lot happened in terms of new construction during 2011. A total of 37 flats were completed during the year, a further 223 were under construction, and around 240 more have been planned and are expected to be built during 2012.

Modern and comfortable, within walking distance of the centre

A total of 101 flats in blocks of five to seven storeys will be completed at Eyrafältet between December 2011 and May 2012. These buildings will be linked with those that ÖBO has built on the site previously. This will make Eyrafältet an increasingly complete and exciting suburb, providing one of Örebro's most dynamic meeting places for sports, events and leisure time.



Vasa school

The area where Vasa school was before is now being transformed into an attractive residential district. ÖBO is building 57 modern and well-planned flats for senior citizens, as part of our new concept entitled ÖBO Senior Plus. This is perfect for those in their golden years who want somewhere nice to live but with a little bit extra.

Kilen

Kilen, located centrally in the north, is another senior citizens block that, like Vasa school, is included in the new ÖBO Senior Plus. We are building 23 modern and smart flats here, designed and equipped for living comfortably, with the space and facilities for both arranged meetings and spontaneous get-togethers.

Hjälmargrinden

ÖBO is constructing a building at Rynningeåsen that will have a maximum total power consumption of 65 kWh/m² per year. ÖBO is building rental flats contained in blocks and also terraced houses that will be available under hire purchase agreements. In total, there will be 42 new and exciting homes ready for occupancy during the spring of 2012.

The fourth phase in Varberga

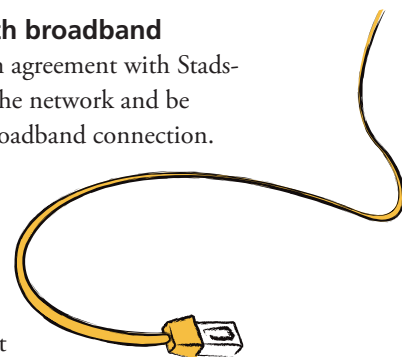
ÖBO completely renovated the fourth phase of Varberga during 2011. This area, which was built in the 1960s, now has a modern interior with a sixties feel. The tenants have had the opportunity to design their homes to suit their own individual needs and preferences. We adapted the flats according to the needs and standards of today, where a spacious kitchen and a practical bathroom are two of the most important requirements.

In conjunction with this renovation work, ÖBO strived to reduce the burden on the environment and reduce

energy costs. For these reasons, we changed the windows and improved seals to prevent heat loss. We introduced a heat-exchange ventilation system, water-saving taps, and the individual metering of hot and cold water. Financial incentives are a good way to influence people's behaviour, and experience from similar projects previously has shown a significant decline in the consumption of hot water. Energy use in Varberga has now been reduced to around 90 kWh/m², which is below the requirements set for new construction.

Competitive advantages with broadband

ÖBO has an extensive cooperation agreement with Stadsnät in order to be able to expand the network and be able to offer our tenants a good broadband connection. We can now offer our tenants the very latest technology in over 16 000 flats, and the expansion is continuing. Through Stadsnät, our tenants have access to a wide range of services at competitive prices.



Home savings account

Together with Ikano Bank, ÖBO offers safe and advantageous saving in the form of a home savings account. This account means that the tenant deposits a sum of money into a bank account. The interest generated on the amount is then used to lower the saver's housing costs, every month. And the money saved in the account remains in the account, of course.

4 Working with other interested parties



As a public housing company, ÖBO should be of benefit to its owners, customers and society. In agreement with other interested parties, we are developing the business in a responsible and businesslike manner that is beneficial to everyone.

One of the directives from our owner is that we should work with tenant influence and participation. Tenant influence is a crucial factor for the sustainability of our results. Through the participation and commitment of the residents, we can be certain that the right things are being addressed and that the residents, during the process, are being strengthened, involved, and taking responsibility for their housing and their living environment.

The benefits of collaboration

We collaborate with the Municipality of Örebro on many issues. One of these is the development of districts to the west of Örebro where we are, based upon common goals, making vigorous efforts to develop the whole area.

We also collaborate with our suppliers. As a major player in the housing market, we have the possibility to collaborate in order to develop the products that we then put into our flats. For example, there might be a guard for a certain type of cooker that we want to develop, along with our supplier, in order to get exactly the product we want, or perhaps a new function on a washing machine that shows or sounds a warning when too much laundry is being loaded into the machine.

From a societal benefit perspective, the collaboration we have with our contractors is also an important point. During the public procurement process, we might now place conditions on our contractors that require a certain percentage of their employees to be living in a specific suburb, or that they offer trainee positions to unemployed people who are living in an ÖBO property.

Eurhonet

Within the European housing network, Eurhonet, we have a useful and instructive programme of exchanging information on a range of development areas, including CSR, social integration, HR issues, the elderly, and issues concerning energy. Every housing company within Eurhonet shares a common vision of becoming the best in its local markets, and we will achieve this by studying knowledge from abroad and learning from the best practices.

Sponsorship

ÖBO has a clear sponsorship policy. We see sponsorship as a way to strengthen our relationships with the outside world. The organisations and activities we support are all in line with the values for which ÖBO stands.

For the city as a whole, we have sponsored the two elite football teams, KIF Örebro DFF and Örebro SK. In return for our support, the tenants are offered free tickets to a match.

In recent years, ÖBO has been the main sponsor of the concert O, Helga Natt (O, Holy Night), a music event for the general public that is later broadcast on television on Christmas Eve every year. We do this to strengthen the ÖBO's brand and Örebro's position as an attractive city in the region.

During the year, ÖBO continued to sponsor a large number of clubs and associations whose activities are aimed predominantly at children and young people in our larger suburbs. We supported cultural activities,



summer camps, and sporting activities, as well as swimming lessons for adults and some traditional celebratory events during the year, such as Midsummer and then, in December, the Lucia celebrations.

One example of a local club we support financially is the basketball club Multibasket in Vivalla. In return for our support, ÖBO receives help with the distribution of information to our tenants, and in addition the club sponsors and takes care of some of our recycling stations.

Social media

We are developing the way in which we enter into dialogue with our tenants. We still use traditional tenant meetings, and we still put information through the letterbox, but this year we renewed our way of communicating. We are now on Facebook, we blog, and we can be seen on My Newsdesk. Working with social media strengthens our relationships with the outside world. Primarily it is about engaging in dialogue and creating a relationship, and today there is a huge demand for fast, personal answers to questions on just about anything.

Tyck om ÖBO! (Like ÖBO!)

Part of our daily work is to be responsive and listen to the views and wishes of our customers. In order to make use of these views and wishes, and from them systematically improve and develop ÖBO, we are creating a knowledge bank that will serve as a basis for development work. During the year we developed a feature on our website where anyone can leave a comment, a complaint, or come up with tips and ideas for the company.



ÖBO hosts

For tenants who are more committed and want to participate even more, there are many places that offer the possibility to be a part of everyday operations. We have garage hosts, basement hosts, laundry room hosts, and moving-in hosts. If someone has an interest in taking care of a courtyard's gardens, they can become a gardener, or perhaps even take over responsibility for the administration of the gardening work there, something which entails entering into a contract with ÖBO and receiving compensation for their efforts. Such participation and involvement can easily spread to others, and often creates a better feeling of community.

Tenant influence local housing manager of the year

For the third consecutive year, the company rewarded the local housing manager who worked with tenant influence and participation in the most exemplary way. There was an internal vote for tenant influence local housing manager of 2011, and the most votes went to Bengt Thyrs, a local housing manager at Norr.

CSR in the purchasing policy

ÖBO takes environmental and social responsibility in connection with its purchasing. We do this to bring down costs but also to ensure that we can place demands on our contractors and suppliers at the time of procurement. More product-specific demands might be placed, depending on the type of procurement, but especially with regard to chemical products and situations where it might be possible to insist on specific environmental requirements being fulfilled, for instance when purchasing vehicles or lighting. The clauses we add to the process then apply to all subcontractors and suppliers at every stage.

5 Good working environment



ÖBO's employees have a high level of competence and great commitment. Job satisfaction is high and there is a keenness to develop. By means of continuous investment in the employees, the right conditions are created for the good work to continue.

ÖBO places great value on its employees. It is a precondition of being committed and able to do a good job that all of the employees are happy and feeling well. Just as our tenants want to have influence over their living environment, ÖBO would like the company's employees to have influence over their work.

Common values

There are four fundamental common values at ÖBO:

- Equality between people
- Environmental responsibility
- Social responsibility
- Transparency

These values form the basis of the operation that ÖBO is conducting. Part of our every day work is communicating our core values and other things that we believe are important.

ÖBO's gold nuggets

Our gold nuggets form the core values that in turn are the foundations of our vision – Home for you. They create a platform for our brand. ÖBO has nine gold nuggets, one of which is ensuring we have proud and committed employees.

In order for ÖBO to achieve its business objectives, and thereby be Örebro's most attractive landlord and employer, it is essential that our employees are happy in their jobs and proud of their work. They must have the right conditions in order to be able to work well and in

accordance with the needs and desires of the tenants. This is a situation that we safeguard by means of in-service training, staff welfare, good leadership with clear mandates regarding responsibility and authority, and clear communication of our common core values.

Service for you!

In Brickebacken, we have worked on improving meetings and communication with our employees, customers and contractors in the area. In order to have a common approach in this, a set of keywords has been formulated; service - commitment, reliability, care, responsibility and sympathy. These keywords, just like our gold nuggets, serve as guiding principles, and they are always at the fore in our meetings, through participation and through clear methods of working. The objective is that the underlying meaning of these keywords becomes a matter of course throughout the company.

Leadership academy

ÖBO set up a leadership academy during the spring of 2011, aimed at employees who show drive and commitment and can perceive themselves as future leaders and managers at ÖBO. A total of 14 employees have been involved in this training program so far.

The training alternated between theory and practice, group work and discussions. Individual development and the interaction between people were the centre of attention throughout the programme. The content in the



main focused on; the surrounding world and social issues, behaviour, attitudes, values, leadership, motivation and commitment, communication and information, customer focus and customer care, economics, and environmental and sustainability issues.

Eurhonet exchange programme

Through our participation in Eurhonet, ÖBO's employees have access to new development opportunities via the network's exchange programme. The aim is raise the level of skills among all of the employees by means of learning from each other. This could be about providing different ways of thinking that might be useful at home, from both the short- and long-term perspectives.

Two groups took part in the exchange programme during the autumn of 2011. The schedule included visits to different housing areas, participation in tenant meetings, various meetings with customers, and dealing with complaints and fault reports. The programme was extensive and involved different parts of the administration, such as the property management system, maintenance and repairs, customer relations, and service.

"During our visit, we found ourselves in a district office where we could get involved in their everyday working lives, something that included property inspections and customer visits. Even though we are about the same in terms of size, there are many differences in the way we work, and it was interesting to be able to study this," said Mia Ekdahl, district coordinator in Tybble.

In-service training

A total of SEK 1.6 million was spent on in-service training for our employees during 2011, which is equivalent to SEK 4,200 per employee. The courses have been conducted both internally and externally, and people from various parts of the company have taken part, including

managers and other employees. In addition to the direct costs of in-service training, working time has also been spent on both internal and external training. Furthermore, approximately the same amount has been spent on conferences.

Staff Club

ÖBO has an active and efficient staff club that organises and provides activities for everyone. These activities are much-appreciated by the employees, and during 2011 included things such as a company party with a Eurovision Song Contest theme, a curling tournament, and a 10-pin bowling evening. For those interested in fishing, a fishing trip to Åland was organised, as was a day out on Lake Norrämten, outside Örebro. Our football club, ÖBO United, is still active in the inter-company football league, and ÖBO runners took part in various races such as Våruset, Blodomloppet, Grabbhalvan and Åstadsloppet, providing some fine results.

Healthy employees

It is important that our employees are in good health. Being in good health is a prerequisite for the employees feeling good, and it also keeps down absenteeism due to sick leave. ÖBO contributes SEK 3,500 per head to the employees each year to encourage them to take part in some form of regular physical exercise. The individual employee has to pay 20 per cent of the cost.





1 Social responsibility

Indicator		Unit	2009	2010	2011	SKY average
Average area per type of residence	1 room + kitchen	m ²	42.5	42.5	42.6	40
	2 room + kitchen	m ²	62	62	62	61
	3 room + kitchen	m ²	77	78	78	78
	4 room + kitchen	m ²	98	99	99	98
	5 room + kitchen	m ²	120	120	120	118
	> 5 room + kitchen	m ²	153	153	153	146
Average rent per type of residence	1 room + kitchen	EUR/m ²	92.6	96.0	98.2	99.8
	2 room + kitchen	EUR/m ²	84.0	87.2	89.3	92.6
	3 room + kitchen	EUR/m ²	78.4	79.5	81.2	88.3
	4 room + kitchen	EUR/m ²	75.6	78.7	80.5	86.6
	5 room + kitchen	EUR/m ²	71.1	74.9	76.6	83.4
	> 5 room + kitchen	EUR/m ²	72.2	75.4	78.3	80.1
Growth of rental dwellings supply of the company		%	0.03	-4.3	0.01	0.12
New construction of rental apartments		Qty	16	61	37	53
Property acquisition		Qty	1	1	4	3.7
Disposals		Qty	0	849	0	56
Operational cost development*		EUR/m ²	51.9	57.9	55.1	48.6
Rental development		EUR/m ²	83.3	86.4	87.2	89.9
		%	2.7	3.5	2.25	2.4
Moving within housing stock (excludes students)	External	%	10.3	9.9	9.9	22.4
	Internal	%	5.7	5.2	4.8	8.5
Evictions	Disturbance	Qty	2	2	0	1.7
	Financial reasons	Qty	50	28	26	23.5
Percentage of local authority residential homes provided by the municipal housing company		%	96.2	92.8	88.4	63.9
Company works to increase social cohesion in the districts		Yes/No	Yes	Yes	Yes	
Expenditure on social responsibility**		EUR/flat	10.7	38	55.9	44.7
Costs for the company's social assistance (social assistance group)		EUR/flat	9.8	9.9	10.1	
Proportion of housing in the company's stock suitable for elderly and disabled people		%	38.6	38.2	38.3	52.9
Share of tenants over 65 year		%	15.1	15	15.4	
The company works with safety and security issues on an ongoing basis		Yes/No	Yes	Yes	Yes	
Proportion of the company's tenants who feel safe with their housing	Security index	%	78.9	78.1	-	78.0

* operational costs refer to operational, administrative and overall business costs

** internal + external costs (challenges depends on changes of the definition)

SKY average see definitions page 22



2 Environmental responsibility

Indicator		Unit	2009	2010	2011	SKY average
The company works in accordance to any management system, eg ISO 14001		Yes/No	Yes	Yes	Yes*	
The company sets environmental standards and making environmental assessments on new construction and renovation		Yes/No	Yes	Yes	Yes*	
Amount of energy consumed by the property portfolio	total	kWh/m ² atemp	162.5	164.7	158.6	147.7
(corrected for a normal) whereof	heating	%	83.6	84.3	84.9	95.5
	el	%	15.7	14.9	14.4	13.9
	oil	%	0.05	0.1	0.04	0.3
	biofuel	%	0.6	0.6	0.6	0.1
	cooling	%	0.0	0.0	0.0	0.1
	solar panels	%	0.1	0.1	0.1	0.0
Amount of greenhouse gas emitted by stock	total	kg/m ² atemp	20.7	20.8	19.7	
	heating	%	68	69.1	70.2	86.4
	el	%	31.9	30.7	29.7	12.6
	oil	%	0.1	0.15	0.09	0.86
	biofuel	%	0.04	0.04	0.04	0.0
	cooling	%	0.0	0.0	0.0	0.0
	solar panels	%	0.1	0.1	0.1	0.0
(CO2 reduction from base year 2005)		%	6.4	6.1	11.0	
Proportion of renewable energy company uses		%	73	83	87**	74.5
Carbon dioxide emissions from company vehicles		Ton CO2/year	404	400	318	
The average emissions of carbon dioxide equivalent of company cars		g CO2/km				121.5
Water consumption in stock	Total	m ³ /m ² atemp	1.39	1.37	1.34	1.34
	Hot	l/m ² atemp	548	554	517	
	Cold	l/m ² atemp	842	816	826	
Company engaged in shaping public opinion regarding environmental concerns		Yes/No	Yes	Yes	Yes	
Amount of waste produced in the stock, exkluded bulky waste	Compost	kg/flat	21	22	23	
	Household waste	kg/flat	321	321	320	
	Recyclable material	kg/flat	196	200	200	

* There are some system similiary to ISO 14001. No complete as a standard.

** Assuming that 85% of heating is green

SKY average see definitions page 22

3 Economic sustainability

Indicator		Unit	2009	2010	2011	SKY average
Proportion of renovated flats relative to existing housing stock		%	1.3	1.9	2.1	1.8
Unused investment and maintenance costs (excluding new construction)		EUR million	38.5	48	497	316
		EUR/flat	1700	2300	22	24
Vacancy rates	Dwellings	%	99.64	99.53	99,66	99.59
Company's investment in new construction and land acquisition	Construction	EUR million	9.5	13.9	24.9	12.7
	Acquisition	EUR million	0.14	0.24	1.53	5.3
The company follows an established sustainable purchasing policy		Yes/No	Yes	Yes	Yes	

SKY average see definitions page 22

4 Working with other interested parties

Indicator		Unit	2009	2010	2011	SKY average
Company carries out regular and organised dialogue with tenants.		Yes/No	Yes	Yes	Yes	
Proportion of the company's tenants who are satisfied with their housing	Service index	%	81.3	81.3	-	81.0
The company is actively working with action plans for increasing the satisfaction of the residents		Yes/No	Yes	Yes	Yes	
The company has, and follows, a sponsorship policy		Yes/No	Yes	Yes	Yes	
The company works to an documented code of ethics		Yes/No	Yes	Yes	Yes	
The company has long-term goal to operate according to an established business plan		Yes/No	Yes	Yes	Yes	
The CSR work will be evaluated by en external part		Yes/No	No	No	No	

SKY average see definitions page 22



5 Good working environment

Indicator		Unit	2009	2010	2011	SKY average
Form of employment/fulltime employee	Full time	%			93	94.5
	Part time	%			7	4,6
	Permanent	%	90	88	89	93
	Seasonal	%	10	12	11	8
Education and training for staff *	Outcome	EUR/employee	604	589	760	1162
Training hours per employee per year	Outcome	hours	24	28	19	29
Is there a health and safety at work policy?		Yes/No	Yes	Yes	Yes	
Proportion of employees who are satisfied with their work – well-being index	Well-being index	%			-	88.5
Proportion of absence due to:	Total absence	%	3.72	4.03	3.41	3.24
Proportion work-related accidents due absence	Work-related accidents	%	5.9	8.2	4.3	0.6
Distribution of average monthly salary between gender and category of employees **	Office workers (m)	EUR/month	2942	2918	3040	3341
	Office workers (f)	EUR/month	2586	2628	2829	2859
	Blue-collar workers (f)	EUR/month	2134	2142	2289	2344
	Blue-collar workers (m)	EUR/month	2011	2020	2173	2190
Special employment	Trainee***	Qty	1	2	10	
Percentage of women in management positions	Board	%	14.3	14.3	14.3	34.5
	Management	%	50	40	40	28.1
Employees in the company	Women	Qty		143	152	70
	Men	Qty		227	229	114

* Course fees, excluding travel, hotel, and time off work

** Excluding Managing Director's salary

*** "Trainee" means, in this case, a work-experience position where the trainee receives some form of financial compensation

SKY average see definitions page 22

Definitions

Renovation – proportion of renovated flats in the existing property portfolio

This concept refers to flats that were, during the year, affected by major maintenance work, renovation, refurbishment or retrofit measures. Renovation is defined as changing a building, part of a building, or an installation into a state that is, from a functionality perspective, comparable to the condition of new. The concept of “renovation of flats” includes the replacement of waste water downpipes, so-called “relining”, improvements made to seals in the bathrooms and kitchens, new kitchen cabinets, etc. Normal maintenance, such as wallpapering, painting, carpet replacement, and the replacement of individual sanitary products, is not included.

Definition of renewable energy

Renewable energy means a source of energy that is constantly renewing itself and, as far as we can tell today, will not run out in the foreseeable future. Stored energy sources (fossil fuels) such as oil, coal, gas and uranium are not renewable energy sources. This means that electricity can be considered to be renewable energy when it is produced in hydro or biomass power plants, but not when it is produced in nuclear power plants or power plants driven by oil or coal.

Renewable energy sources are:

Solar energy – solar cells, solar heating, solar panels.

Wind power – wind farms, wind turbines.

Hydropower – salt power, wave power, tidal power, ocean thermal power.

Terrestrial power – heat pumps, underground heating, geothermal heating, water heat exchangers.

Bioenergy – fuel pellets, biofuel.

Operating costs

Operating costs refer to operational, administrative and overall business costs.

Costs for social responsibility

Internal costs for district/area development officers and the like are included here, as well as the operational costs of putting into practice tenant influence, support for clubs and associations, assistance with homework, and local area events aimed at increasing community or social interaction, as well as the

external costs for the Tenants’ Association and other external organisations.

Property acquisition

This refers to the acquisition of occupied property, (read number of flats).

Social assistance

The cost of social living issues is included in the framework of social assistance. There may be personnel costs for those dealing with disturbances, financial counselling, evictions, work with social priority and short-term contracts (trial period contracts) that are linked to the social living group or its equivalent.

The Municipality’s special accommodation

These are flats where the municipality is responsible for contract, often termed satellite or gateway flats. Sheltered housing and group housing is not included.

Evictions

Eviction refers to the situation where the bailiff carries out the eviction of the tenant. The basis for an eviction is a judgement or legal ruling stating that the tenant is required to move out. In cases where ÖBO has given notice on a contract and the tenant has accepted this, it is not considered to be an eviction.

Housing accessible for the elderly

This term refers to ground floor properties as well as flats that can be reached by lift. Note that if there is a height difference at the entrance, there must be a ramp or something similar.

CO₂ calculation model

To calculate the CO₂ emissions from our various operations, the following conversion factors have been used:

Energy carrier	Unit	Emissions per unit
Electricity	KWh	257 gram CO ₂
Oil	m ³	2,680 kg CO ₂
District heating	KWh	102.8 g CO ₂
Petrol	litre	2.65 kg CO ₂
Diesel	litre	2.98 kg CO ₂
E85 (ethanol)	litre	0.6 kg CO ₂
Biogas	litre	0.2 kg CO ₂

For air travel, we have used the Tricorona calculation model of emissions. For cars, fuel consumption was deemed to be 1.0 litre per 10 km for petrol-driven cars and 0.8 litres per 10 km for cars powered by diesel.

Sustainability criteria in the procurement process

Criteria from the areas of ethical and social responsibility, as well as finance, are included here.

The standard tendering form includes clauses on the right to cancel if a party is convicted of any offence against the Gender Equality Act (among others), discrimination in employment, or of breaking currently applicable Environmental Laws or the Health and Safety at Work Act. As for economic issues, the tendering party must prove that there is nothing preventing him from tendering under the laws of public procurement.

Environmental requirements in the procurement process

Environmental requirements in procurement vary depending on what is being procured. They could entail requiring our contractors to use environmentally-friendly vehicles, or the requirement that specific building materials are to be used in our buildings. In cases involving service or maintenance work, alterations and new construction, there are for example requirements regarding how waste is to be dealt with.

Sick leave

Total sick leave is calculated from the number of days an employee is off sick, regardless of the reasons causing this. In cases of accidents at work, the number of days off sick is calculated by using information about the injuries reported and the incident itself that led to sick leave being taken.

SKY average

This means average figures for SKY companies in 2010. These were: Bostads AB Vätterhem, ÖrebroBostäder AB, Helsingborgshem, AB Stångåstaden, Gavlegårdarna, Hyresbostäder Norrköping, Mimer i Västerås, and Familjebostäder Stockholm.



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