2010

STÅNGÅSTADEN'S SUSTAINABILITY REPORT

Taking Responsibility…

Stångåstaden's vision states that the company is to serve as a role model locally and globally. This is particularly relevant in endeavours to bring about a sustainable society. The company should not just accept responsibility for the company's positive impacts on society, but also for the negative.

Stångåstaden is a long-term actor on the housing market and assumes a major socio-economic role – including viewing our properties as long-term investments. The company's ambition is to use its resources efficiently and responsibly. It does this through limiting the company's ecological footprint as much as possible, i.e. by reducing the company's impact on nature. Stångåstaden aspires to contribute to better living conditions, well-being and increased security for its customers.

Sustainable development is an ongoing process and the company's holistic view of resource utilisation, economics, the environment and society is part of its governance in its daily work.

During 2010, the work to develop sustainability governance in the company continued. The work of the last few years integrating sustainability issues into the business and action plans has been very successful and has therefore been continued. The external auditing of the environmental management system (ISO 14 001) in March praised Stångåstaden's way of integrating environmental issues into its business plans.

There are a number of different models for sustainability reporting. Stångåstaden has chosen to follow Eurhonet's CSR model, as it in large part covers both SABO's (Swedish Association of Municipal Housing Companies) sector-specific guidelines for voluntary sustainability reporting and GRI (Global Reporting Initiative) guidelines (G3). CSR is about being vigorously proactive, credible and open in questions relating to people and the environment.

All sustainability work should link to core business but also represent a dimension beyond the company's business activity. That's why the concepts of sustainability and sustainability reporting have become the natural designations within the company for collective work on the environment, economics, social responsibility, and an ethical approach to relations with the company's stakeholders, in particular its employees.

The Sustainability Report is divided into the following sections:

1. Social Responsibility
2. Environmental Responsibility
3. Economic Sustainability
4. Customer relations and Interaction with Stakeholders
5. Good Working Environment

Social Responsibility

Security, well-being, social contact, good service and meeting places are part of what characterises good housing. Stångåstaden focuses not just on housing, but also on the people who live there.

Part of the purpose of a municipal public benefit housing company is social responsibility, be it ethical, environmental or social in nature. Often, it means contributing to sustainable development or meeting climate challenges. Measures are also expected to strengthen the company's brand and increase long-term profitability.

Social responsibility is an important part of our business and is therefore a natural part of our daily work. Community and meetings between people affect their well-being and the atmosphere in an area, and in some residential areas this is more clearly the case.

Stångåstaden has therefore launched a number of cooperative initiatives with schools and clubs to work on security and integration while also arranging activities with and for tenants.

Tryggve celebrates 10 years

Ten years have passed since the Tryggve security bursary was awarded for the first time. The bursary is intended to benefit residential complexes and reward those enthusiasts and clubs that make a real difference in their residential area. The year's winner was the work cooperative on Arrendegatan and the 'Honourary Tryggve of the Year' went to Gunilla Hjulin, who has for many years been a shining example in the work to increase security within the municipality. The jury, known as the Tryggve Academy, comprises, in addition to Stångåstaden, representatives from the police, emergency services, Linköping Crime Prevention Council and Tenants' Association.

Cooperation increases well-being

One way of increasing well-being in a residential area is to invest in socially-committed projects together with different clubs. Stångåstaden contributes with everything from facilities, to printing up posters and giving financial support to clubs for the activities they have decided upon.

The fundamental, guiding principle is simple: cooperation should generate some form of added-value for residents. One example is a sports club that opens its premises to children during the school sports vacation week.

Activities for children and youth

Social activities are an important part of creating security in an area. Stångåstaden cooperates primarily with sports associations to create activities for children and adolescents. By offering meaningful activities, mischief and vandalism decreases and people feel more contented. The sport movement's educational role is a good preparation for life as an adult and good training in cooperation and understanding the needs of others.

An example of such an activity is the Outdoor Hockey School in Lambohov and Berga where A-team players from LHC come out to the various housing areas to play field hockey with the children.

Another example is Sportis Camp, which is held during the last week of summer vacation. Children in the intermediate level of primary and lower secondary school are given the opportunity to test 15–20 different sports. The week culminates in a big party.

Bo Bra Berga ('Live Well in Berga Project')

The development project Bo Bra Berga will continue for another two years. It is operated in cooperation with the Tenants' Association for Stångåstaden's customers in Berga. Its purpose is to increase integration in Berga through creating meeting places and a range of activities to empower the residents. The objective is that the residents become sufficiently empowered and engaged to carry on even after the project is closed.

The Ullevi project was started in the spring of 2009 as a joint effort between Stångåstaden, who wants to invest more in the area, and the Tenants' Association. Shortly before Christmas 2010, a new play park, which the residents helped plan, was inaugurated. The next step will be a new community centre with café, where the residents will be able to organise activities.

Cooperation with City Mission

The fundamental idea behind City Mission's Vär(l)dshuset (a play on the words 'värld' meaning 'world' and 'värd' meaning 'host') is integration of new Swedes into society. Through social enterprise, people who would otherwise find it difficult to find a job gain entrance to the labour market.

For the past two years Stångåstaden and City Mission have been cooperating on a social project and providing meaningful work for twelve persons who help care for Stångåstaden's residential areas. Tasks range from replacing light bulbs, to caring for outdoor furniture and keeping waste and recycling rooms in order.

We care about our housing and the people who live in them.

Environmental Responsibility

As Linköping's largest landlord, Stångåstaden doesn't just have a major environmental impact of its own – the company also greatly impacts to what extent and how easily customers consider the environment in their accommodation.

As a major consumer of products and services, Stångåstaden can influence its contractors' and suppliers' impact on the environment through the agreements and contracts it signs – a responsibility the company gladly assumes.

Environmental management

Environmental issues occupy a prominent position in Stångåstaden's operations. Since 2005, Stångåstaden is environmentally certified in accordance with ISO 14001:2004. This means that external auditors have examined Stångåstaden's environmental work and determined that it meets all of the standard's requirements. The latest examination was carried out in March 2010.

Environmental management is based on a number of overall environmental goals:

- energy efficiency
- decreased resource utilisation
- phase-out of hazardous substances
- environmentally-managed projects and contracts
- healthy interior environments,
- environmentally-conscious customers.

During the year, Stångåstaden continued to integrate environmental issues into its business plans in a more concrete manner. Sustainability aspects are to be given daily attention in decisions taken.

Energy efficiency

During spring 2010, work with the energy declarations was completed according to the Law on Energy Declarations for Buildings. The project provides a solid foundation for continued work with energy effectivisation, including improved control of heating and electrical installations and increased knowledge of the property stock. Internal discussions began in the autumn of 2010 on setting of overall objectives and establishing ways of working towards more efficient energy utilisation. In the beginning of 2011, new objectives for working with energy will be formulated, including an organisational and economic framework to fulfill these objectives.

During 2010, a decision was taken that all new production of properties should meet the highest of energy requirements. The objective was set at 75 kWh purchased energy per square meter, A_{temp} and year, at most 10 kWh of electricity for all construction projects started during the year. This can be compared with the 110 kWh/m² construction rules laid down by the Swedish National Board of Housing, Building and Planning. All current and planned construction projects meet these high requirements.

During the year, Studentbostäder carried out a number of water-saving projects, adjustments to heating installations and installation of energy-efficient lighting control in common areas. Heat recovery has been installed in a pool facility for baby swim and rehabilitation. Also worth mentioning is that Stångåstaden's only remaining oil-fired furnace was converted during the year to district heating.

Comprehensive work to replace ventilation fans has also taken place and will continue in 2011. The project Future-proof Laundries

Environmental policy

AB Stångåstaden, in active collaboration with all our customers and partners, will contribute to long-term sustainable development and the creation of healthy and secure residential environments.

We will prevent environmental problems and steadily reduce our environmental impact, for instance through more efficient use of energy and materials and by choosing environmentally sound products. The environmental aspects are considered in all applicable decisions, and concern for the environment will permeate all parts of our operation. The environmental requirements of legislation represent minimum requirements. We will be vigourously proactive in our environmental work and offfer our customers healthy and environmentally sound accommodation.

('Framtidssäkra tvättstugor', through a Klimp grant from the Swedish Environmental Protection Agency) continues toward its goal of reducing electricity utilisation by nearly 1 million kWh/year, which includes switching the electrical supply for washers and dryers to district heating and installing efficient lighting control.

Decreased resource utilisation

Stångåstaden's investments in wind power continue as part of its sustainability work. Stångåstaden owns 40 per cent of Bixia Gryningsvind AB. The wind power company has two turbines in operation and plans to put another two into service in 2011.

All Stångåstaden's and Studentbostäder's customers now have less than 200 metres to the nearest recycling station. It is possible to see that the amount of refuse material sorted at source is increasing slowly, but unfortunately, so is the amount of household refuse. The project Sustainable Hovetorp, which was carried out during the autumn, was an effort to further increase sorting at source, thereby reducing the company's environmental impact. Focus has been on increasing sorting at source, reducing cleaning costs and increasing well-being for tenants. For example, children living in the area were given the opportunity to paint with artist Björn Svensk. The finished works were then displayed in the recycling room.

During 2010, three charging points for electrical cars were installed at the three district offices. The project was initiated by Bixia AB and Tekniska Verken. Stångåstaden contributed with parking places for the charging stations. Stångåstaden's environmental work is offensive and cutting edge, and this project is completely in line with our resolve to be a role model locally and globally.

Phase-out of hazardous substances

A number of new flooring materials have appeared on the market during the last few years. Many can be an alternative to plastic flooring, but with a better environmental performance. Plastic flooring manufacturers have begun to claim that their flooring contains fewer environmentally-hazardous substances. Stångåstaden chose therefore to do a new review of flooring on the market along with a sustainability analysis, including lifespan, price, environmental hazards and aesthetics. The review resulted in a new PVC policy at the company.

Environmental management of projects and contracts

Materials used in renovation and new construction must be registered in the assessment system SundaHus Miljödata and follow Stångåstaden's process for reducing hazardous substances in buildings. SundaHus does comprehensive environmental evaluations of construction materials and is a very useful resource in the company's environmental work.

During the year, Stångåstaden conducted quality and environment audits of suppliers. Focus in 2010 was on companies working with pest control, exterior maintenance, new construction and decontamination.

Healthy interior environments

The radon project has focused on an inventory of Stångåstaden's so-called 'risk flats', i.e., those where elevated levels of radon were found in neighbouring flats earlier. Many flats are now under the limit of 200 Bq/m³ as a result of decontamination efforts. During the year's radon decontamination work, the company kept in contact with the municipality's environmental office with continuous reporting of values and status.

Environmentally-aware customers

An agreement was signed during the year with Linköping University where Stångåstaden will finance a five-year research project, the purpose of which is great energy savings without heavy investments. The focus is on employees' and residents' behaviour, communication and commitment. The project started in January 2011 and Stångåstaden will invest SEK 1.5 million per year for five years.

Customers who have just moved in are given a gift certificate worth SEK 300 at Smarta hembutiken ('Smart Home stores'). It is also possible to support the Swedish Society for Nature Conservation through their climate work or tree planting project Vi-skogen ('We–The Forest') in Africa. Since 2008, customers have planted 2,000 trees and purchased 90 emission rights.

Another way to reduce customers' impact on the environment is to offer parking places in areas managed by Stångåstaden for the municipality's car pool vehicles through cooperation with the car pool company Sunfleet.

Economic Sustainability

Real estate companies are often financially strong and Stångåstaden is no exception. It is therefore important to describe the financial situation from a sustainability perspective. The focus of the report is the company's long-term economic stability and risk-taking.

As a long-term actor on the market Stångåstaden assumes a great deal of socio-economic responsibility by viewing its properties as long-term investments and not as transactions. Stångåstaden is a purchaser organisation, which means that the company sources all care and maintenance, etc., externally. The company hires a large number of entrepreneurs annually for all work on its properties and this generates many jobs in the municipality and in Sweden as a whole.

Furthermore, its daily operations generate real estate commercial taxes for society, jobs and salaries for employees, and purchases of suppliers' goods and services.

Stångåstaden's financial development is shown in this annual report's management and financial reports, where the company's financial objectives and results are presented. Business-related risks are described in the section Opportunities and Risks on page 76.

Continued new production

Stångåstaden currently has a large portfolio of new production with 114 housing units under construction and 655 housing units planned.

The requirement from the company's owner is that Stångåstaden grows at the same pace as the Municipality of Linköping to meet the housing needs of its inhabitants.

Long-term management

Stångåstaden takes responsibility for good management of its properties, while at the same time developing the housing and caring for the properties from a long-term sustainability perspective, so that our properties provide good housing for everyone for many years. To this end, there is a substantial investment and maintenance budget. The number of renovated housing units in the property stock is increasing, and to further improve the first impression that our residential areas give is a priority in the coming years.

Low vacancy rate

Stångåstaden's vacancy rate has been low for many years. During 2010, the rate was 0.3 per cent on average (0.4 per cent). This is, of course, positive from a financial perspective and minimises losses while at the same time ensuring stable revenues for continued investments. Investing in various ways in good residential environments that create a sense of well-being for customers makes Stångåstaden an attractive landlord.

Cooperation

It is important for Stångåstaden to create good residential environments where people are happy and want to stay. One way we contribute to this is through our cooperation with clubs and other associations. Historically, sponsoring of clubs was a passive activity where neither side developed. The purpose of cooperation, regardless of whether the partner is a wide-reaching organisation, an elite team or a local club, is to create useful, good activities in our areas. These should activate children and adolescents, reduce vandalism, increase a sense of well-being, and create added-value for our tenants. At the same time they contribute to the conditions necessary for a vibrant club life in the residential area.

Aesthetic enhancement

Stångåstaden has no fixed guidelines for exactly how much can be invested in aesthetic enhancement in newly-constructed buildings. It can vary from a few tens of thousands of kronor to several hundred thousand depending on what type of decoration is chosen and how big the project is. Artistic decoration is important for the overall impression and to make a new building attractive in a variety of ways. Examples are stone sculptures, concrete horses (Daggkåpan Samarbete), paintings in stairwells or mosaic patterns.

In the Övre Vasastaden project, where Stångåstaden intends to build around 100 housing units, the company has, together with a number of other developers, applied for support from The National Public Art Council Sweden in order to integrate art into the formation of the area in a more large-scale, organised way.

TAXES

The table below is a presentation of taxes paid to the state (social fees, VAT, property tax, commercial earnings tax, etc.). The table shows how the company contributes large sums to the state and to sustainable development on a national level.

	2007	2008	2009	2010
Paid taxes, SEK thousand	58 101	61 789	58 415	60 168

Customer Relations and Interaction with Stakeholders

Stångåstaden's operation must be run professionally and sustainably on several dimensions. One such dimension is how the company interacts with its stakeholders as they influence and are influenced by the way the company acts.

What customers think about Stångåstaden is important. They have to feel secure in their home and in their neighbourhood. The company places great emphasis on issues related to participation and influence. A high level of participation and involvement increase customers' sense of well-being significantly. Stångåstaden therefore supports different forms of common activities such as cleaning days, grill evenings, pleasure walks, and cooperation with clubs and societies. Customer dialogue is a natural part of the sustainable development of a society. Stångåstaden's Owner Directives state that the company shall operate and lead development as regards residents' influence and participation, i.e. both owner and company prioritise customer relations.

Brand building

Stångåstaden has worked purposefully and intensively with strengthening the company's brand in Linköping for the last three years. The company wishes to showcase its wide product offering and its high service level, both of which lead to satisfied customers. Market communication, attractive new buildings, sustainability thinking, a broader selection of flats for seniors and enhanced service have all impacted on the general public's image of Stångåstaden in a positive way.

The company strives to strengthen commercial competitiveness on the rental market and should be the obvious alternative when looking for a new place to live. More and more people view Stångåstaden as a valuable part of the city and the number of rental vacancies has declined. When construction of new buildings is on the rise, it is important to find new target groups and living concepts. This will be one of our greatest challenges over the next few years if we are to keep our competitive edge.

Home Saver Account

In June 2010, Stångåstaden and Hyresbostäder in Norrköping together with Ikano bank presented for the first time the unique savings form Home Saver Account. Tenants deposit a sum of money into a bank account and every month the interest is paid out as a reduction in rent, i.e. the higher the savings capital, the lower the rent. This savings form is especially attractive for those who have sold a house or tenant-ownership flat in order to move to a rental flat.

Where do you want to live?

The *Where do you want to live?* campaign, which ran in May 2010, marketed and highlighted the various housing alternatives and the more unknown gems that Stångåstaden has to offer. The purpose was to increase interest in our website so that customers can find their dream accommodation. Taking the time to weigh your options and make an active choice regarding housing increases well-being and customers are more likely to want to stay with the company.

Through cooperation with Östgöta Brandstodbolag, Stångåstaden can offer its customers price-worthy, comprehensive insurance solutions. Because the company would like to see all its customers insured, it's a win-win situation for everyone.

Information channels

The website is an increasingly important tool for distributing information. It should be easy to search for a place to live and find information on the different housing projects, such as construction of new buildings and housing for seniors, but also to find information about a particular area.

Other channels include our customer magazine *Välkommen hem* and Framtidens TV. With Framtidens TV it is possible to direct a message directly to the groups concerned. The ambition to increase information dissemination further, and the company would even like to develop text message services with targeted messages.

Good Working Environment

Job satisfaction, appreciation and participation make for motivated and committed employees who thrive and remain within the company. In this way, long-term value growth within the company is ensured, and this is the foundation for satisfied customers.

The corporate culture and core values (Customer proximity, Commitment, Proactivity, Professionalism and Stability) provide the foundation for how we work within the company, as well as for how the company is perceived externally – by the general public, customers, prospective employees, the owner, etc.

This foundation of common values permeates our approach and behaviour, and contributes significantly to business results. Because employees are the company's ambassadors, their behaviour even greatly affects our brand.

Value-based management

Value-based management is a tool for developing the corporate culture and brand. It's based on clarity and a common understanding of what types of behaviour lead to success. Through conscious development of the culture, a working environment is created that builds on respect, participation and a sense of responsibility.

The focus of this work, which started at the end of 2007 and continues to present, is on Integrated Approach, Initiative and Goals (known by its Swedish acronym 'HEM'). These focus areas help to breathe life into the company's core values in a very concrete way and on a daily basis. They are even incorporated into the business plans, group dialogues/team development, as well as the individual performance reviews and salary discussions.

Through the annual employee survey, the culture and the foundation of common values are measured in order to ensure that Stångåstaden is moving in the right direction. The survey gauges both actual behaviour in the pre-defined areas, as well as how important the employee judges the areas concerned to be.

In the 2010 MMI, or Motivated Employee Index, all employees participated and the results once again showed a strong increase from 4.05 to 4.14 (3.90 in 2008). The survey demonstrates that employees experienced improvements within all sub-areas.

Management and employee development

The desire to continuously improve, work smarter and develop old and new competencies is what drives Stångåstaden to invest so heavily in competence development. This applies to management as well as employees at all levels within the company. This is important, particularly from the perspective of wanting to be an attractive employer, in order to recruit the best managers and employees in the branch.

The performance review is a strategically important management tool, based on the objective of attracting, developing and retaining competency within the company. The performance review is conducted from a personal perspective between the employee and his or her immediate manager, and is concerned with following up and setting new goals, discussing needs for competency development, and encouraging creativity and commitment. The employee's health is also followed up during the review.

The Healthy Company

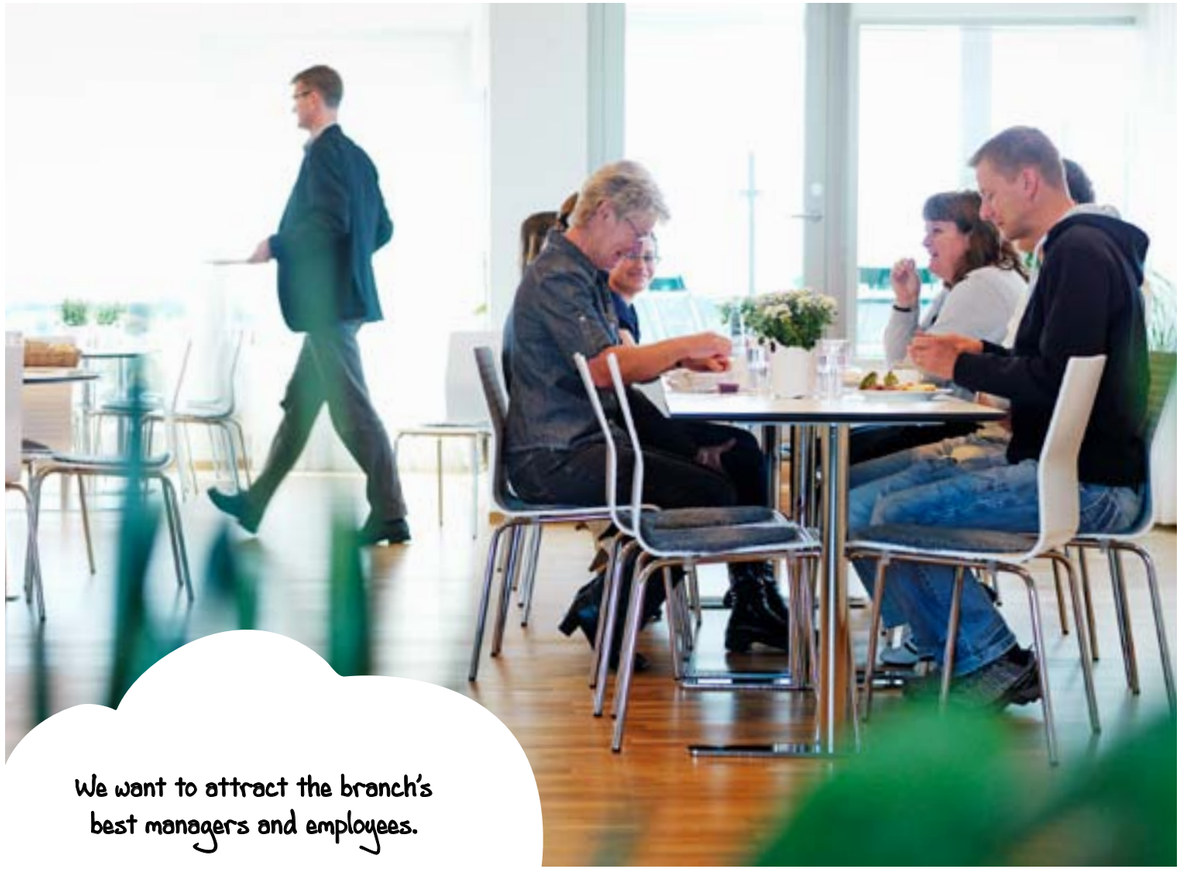
The Healthy Company concept is built on the hypothesis that organisational factors affect employees' health. It's about how employees experience their situation within the company with respect to participation, the possibility to exert influence on the company's operations, good management, and opportunities for personal development. Stångåstaden's focus in this area, along with a systematic investment in preventive healthcare, has given good results, including a low incidence of sick leave, high customer satisfaction and good financial results.

It is especially gratifying that Stångåstaden has even gained attention externally in a variety of contexts over the last few years because of its reputation as a healthy company. One example is Stångåstaden's participation in the book Nycklar till friska företag ('Keys to Healthy Companies') (Prevent). Another is that Anneli Ericsson, head of Stångåstaden's HR department, was invited to participate in a number of seminars all over the country during the year.

Safety and security

Another fundamental prerequisite for well-being and good health for employees is that they feel secure while at work. Stångåstaden has therefore worked proactively for a number of years to create a secure working environment. This is true in the office as well as out in the residential areas, and concerns everything from the physical layout of offices, options for raising an alarm, and good routines and working practices.

Employee satisfaction surveys show that confidence in the company's planning and execution of such measures increased significantly during the last few years and now lies just over 4.4 on a 1 – 5 scale.



We want to attract the branch's best managers and employees.

The coming year

In 2011, further development of the company's vision, business concept, and core values will begin. This will be accomplished through a joint project between Marketing and HR. The purpose is to incorporate the external and internal communications with our customers and employees, which will continue to strengthen the Stångåstaden brand name. Additionally, development of the company's HR processes will continue.

Sustainability table

The indicators in the table have been drawn up in close cooperation with Eurhonet's CSR Committee and are thus easily compared with other companies in the European network. Figures apply to the parent company Stångåstaden unless otherwise stated.

SOCIAL RESPONSIBILITY

Indicator		Unit	2008	2009	2010
Average area per housing type	Studio	m²	36	36	36
	2 rooms	m²	60	60	60
	3 rooms	m²	78	78	78
	4 rooms	m²	98	98	98
	5 rooms	m²	118	118	118
	> 5 rok	m²	156	156	156
Average mean rent per housing unit type (unfurnished, excluding student corridor rooms)	Studio	SEK/ m²	972	1 008	1 013
	2 rooms	SEK/ m²	924	942	956
	3 rooms	SEK/ m²	876	903	919
	4 rooms	SEK/ m²	864	893	911
	5 rooms	SEK/ m²	840	854	870
	> 5 room		–	857	869
Construction of new rental units		No	55	52	41
		%	0.38	0.36	0.29
Disposals		%	0	0	1.63
Trend in operating costs *		SEK/ m²	483	639	683
Rent trends		SEK/ m²	873	918	932
		%	2.6	2.7	1.5
Relocations within the property stock (excluding students)	External	%	13.6	12.1	13.5
	Internal	%	9.6	9.9	6.4
Eviction due to economic reasons or disruptive behaviour	Disruptive behaviour	Amount	5	4	4
	Economic reasons	Amount	28	27	22
Proportion of municipality's special living arrangements provided by the company		%	–	52	46
The company adheres to a non-discriminatory rental policy		y/n	Ja	Ja	Ja
The company strives to increase social cohesion in neighbourhoods		y/n	Ja	Ja	Ja
Social responsibility expenses (city district developer, etc.)		SEK/ housing unit	407	384	418
Expenses for company's social assistance (Group living)		SEK/ housing unit	178	178	175
Proportion of housing units in the company's property stock available for elderly and disabled		%	40	40	40
Proportion of tenants aged over 65		%	–	–	25.7
The company works continuously with safety and security issues		y/n	yes	yes	yes

* operating costs include operational, administrative and general company costs
**internal + external expenses

ENVIRONMENTAL RESPONSIBILITY

Indicator		Unit	2008	2009	2010
The company is proactive with environmental improvement measures		y/n	y	y	y
The company imposes environmental requirements when procuring subcontractors		y/n	y	y	y
Parent company: energy utilised in the property stock (adjusted for a normal year)	Total	kWh/kvm A_{temp}	156.3	154.5	151.0
whereof	District heating		139	137	134
	Electricity		16.4	16.4	16.4
	Oil		0.92	0.91	0.37
	District cooling		0.14	0.21	0.38
Studentbostäder: energy utilised in the property stock (adjusted for a normal year)	Total	kWh/kvm A_{temp}	188.4	187.2	185.1
whereof	District heating		131.1	129.7	127.6
	Electricity		57.3	57.5	57.5
Parent Company: Trend in water consumption for the property stock	Total	Kbm/kvm A_{temp}	1.19	1.19	1.17
Studentbostäder: Trend in water consumption for the property stock	Total	Kbm/kvm A_{temp}	1.31	1.37	1.44
The company engages in environmental advocacy		y/n	Ja	Ja	Ja
AB Stångåstaden: Amount of refuse produced in the stock, excluding bulky refuse	Waste	Kg/unit	317	306	317
	Recycled material	Kg/unit	118	113	117
	Glass	Kg/unit	19.0	20.0	20.1
	Plastic	Kg/unit	2.0	2.1	2.0
	Metal	Kg/unit	18.9	20.3	22.7
	Paper /Cardboard	Kg/unit	5.8	6.9	6.1
	Electronic waste	Kg/unit	70.0	60.1	61.7
	Newspaper	Kg/unit			
Studentbostäder: Amount of refuse produced in the stock, excluding bulky refuse	Waste	Kg/unit	165	157	149
	Recycled materials	Kg/unit	63	62	60
	Glass	Kg/unit	10.0	11.0	10.3
	Plastic	Kg/unit	1.1	2.1	2.4
	Metal	Kg/unit	1.0	1.1	1.0
	Paper /Cardboard	Kg/unit	10.0	11.4	11.7
	Electronic waste	Kg/unit	3.9	3.3	2.8
	Newspaper	Kg/unit	36.9	33.0	31.6

ECONOMIC SUSTAINABILITY

Indicator		Unit	2008	2009	2010
Proportion of renovated apartments in relation to existing property stock		%	3.6	1.9	2.4
Investments made and maintenance costs incurred (excluding new production)		SEK Million	428	382	365
		SEK thousand/ apartment	23	26	25
Company's financial occupancy rate for housing units	Total	%	99.6	99.1	99.3
The company's investment in new production and acquisitions	New production	SEK Million	55	106	111
	Acquisition	SEK Million	–	–	47

CUSTOMER RELATIONS AND INTERACTION WITH STAKEHOLDERS

Indicator		Unit	2008	2009	2010
Initiates and conducts regular dialogue with the tenants		yes/no	Yes	Yes	Yes
Proportion of the company's tenants who would recommending Stångåstaden	Service index	%	3.93*	82.80	81.30
	Safety index	%	3.87*	78.10	77.80
Works actively on action plans to raise residents' level of satisfaction		yes/no	Yes	Yes	Yes
Follows a sponsorship policy		yes/no	Yes	Yes	Yes
Operates according to established code of ethics		yes/no	No	No	Yes
Has long-term goals to navigate towards an established business plan		yes/no	Yes	Yes	Yes

*The company conducted the measurements until 2008, with a Customer Satisfaction Index scaled from 1-5.

GOOD WORKING ENVIRONMENT

Indicator		Unit	2008	2009	2010
Form of employment of personnel/full-time equivalents	Permanent	%	94	97	92
	Temporary	%	6	3	8
Traning investments for personnel*	Outcome	SEK/ employee	12 800	11 600	10 100
Is there a policy to promote the working environment and health?		yes/no	Yes	Yes	Yes
Number of emplyoees who are satisfied with their work – satisfaction index		%	88	93	100
Absence due to work-related accidents, illnesses and stress	Illnesses and stress	%	1.21	1.66	1.53
	Work-related accidents	%	0	0	0
Distribution of average salary by category, sex and employee **	White collar (men)	SEK/month	30 490	31 509	33 434
	White collar (women)	SEK/month	25 097	25 946	28 298
Special employment	Internships***	Number	15	15	19
Number of foreign-born employees relative to number of foreign born persons in the Municipality of Linköping		%	–	104	61

* Course fees, travel costs, accommondation costs, excluding working hours
** excluding CEO salary
*** paid internships

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