



Green building thinking in space management – case Nordea

REHVA Annual Conference

Tallinn

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Nordea – solid business in nine markets

Nordea's domestic markets



✓ 11 million customers

9 domestic markets
About 10 million private customers
750.000 corporate customers, inc. companies among the 500 largest in the Nordic region

✓ A strong sales network

1.400 branches and 6 million netbank customers

✓ Financial strength

EUR 9,3 bill. in income (2010)
EUR 581 bill. in total assets (2010)
EUR 25 bill. in equity
AA-rating

✓ EUR 33bill in market value

One of the largest Nordic companies
Among the 10 largest "retail-banks" in Europe
One out of two Nordic companies on the Forbes top 100-list

Responsible business is a prerequisite for sustainable results



Nordea's goal is to become a great bank in all respects.

To reach the goal we believe that CSR and Nordea's values need to be a part of Nordea's DNA and visible in every day working life throughout the bank.

Our commitments and responsible lending



WE SUPPORT



We have tools and processes in place to consider and identify environmental, social and political risks of particular customer's business. The use of these tools in the credit analysis is an integrated part of Nordea's regular credit routines.

The Equator Principles workflow has been integrated with Nordea's general credit evaluation and decision workflow to evaluate the compliance with the principles.

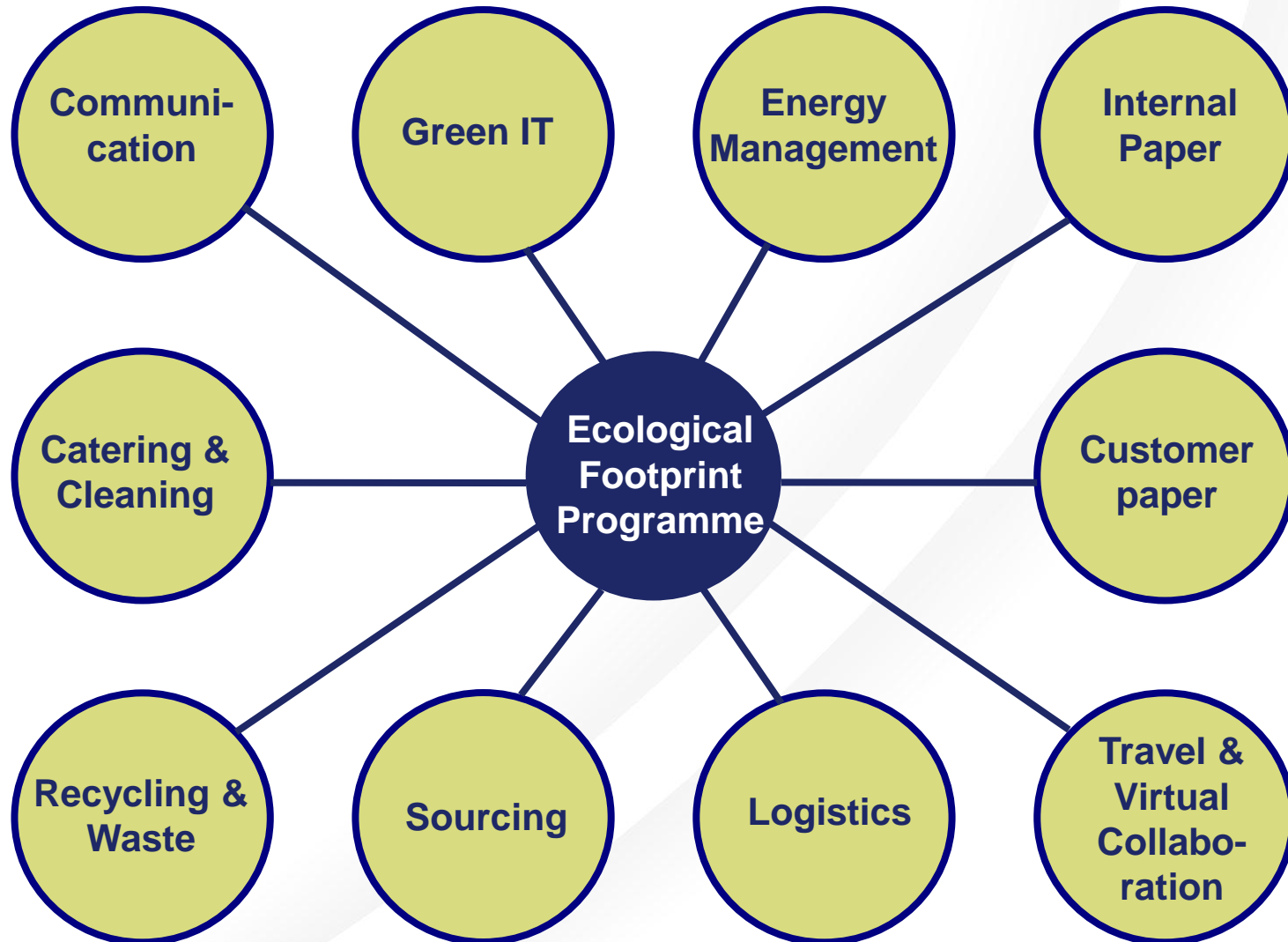
Nordea Group level strategic environmental goals 2008 - 2016

- **Energy consumption per employee** - 15%
(heating, electricity, cooling - MWh / occupant)
- **Travelling for internal purposes** - 30%
(number of trips / FTE)
- **Internal paper consumption** - 50%
(paper used in head offices and branches - kg / FTE)
- **Customer paper consumption** - 50%
(paper sent to customers - kg / customer)
- **Sourcing**
 - All new sourcing contracts are made according to a set of environmental criteria by 2010
 - All new sourcing partners comply with Nordea's CSR principles in legally binding manner by 2010
 - All sourcing of materials and services is made according to a set of environmental criteria by 2012
 - On-spot audits are implemented in all categories by 2012
 - All sourcing partners comply with Nordea's CSR principles in legally binding manner by 2016

Real Estate function has overall responsibility for Ecological Footprint in Nordea

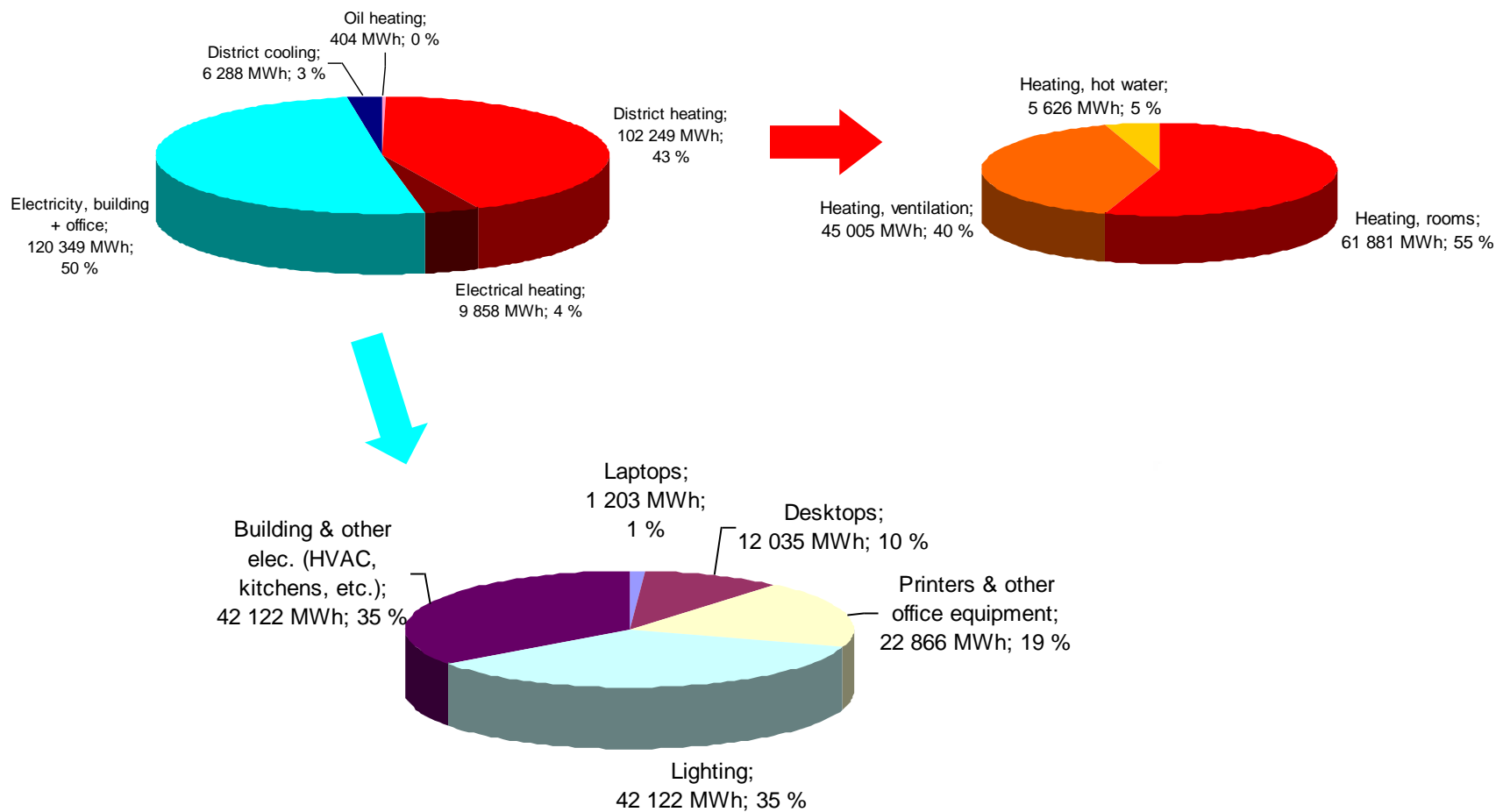
- **Initiated in autumn 2008: cross unit and cross border teams were established and collected under same umbrella**
- **LEED chosen to have one common approach and ambitious target**
- **14 main office buildings with 9500 employees received the certificate end 2009 being the biggest LEED outside USA**
- **LEED is going to be used in new office projects as a tool:**
 - Focus not only on energy efficiency but also on behaviour of occupiers
 - Ongoing LEED projects: Head Office Poland and 2 Branch pilots

Ecological Footprint teams

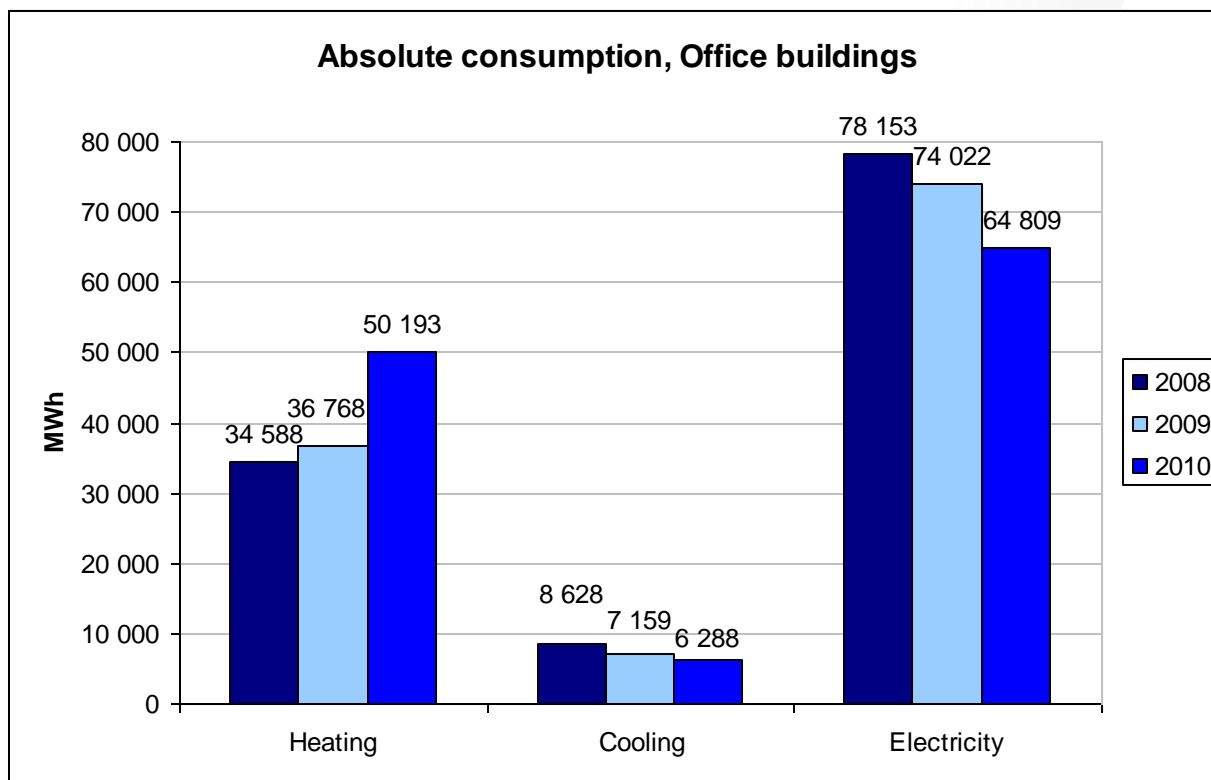


Energy consumption 2010

Share of energy consumption
Total consumption 239 148 MWh

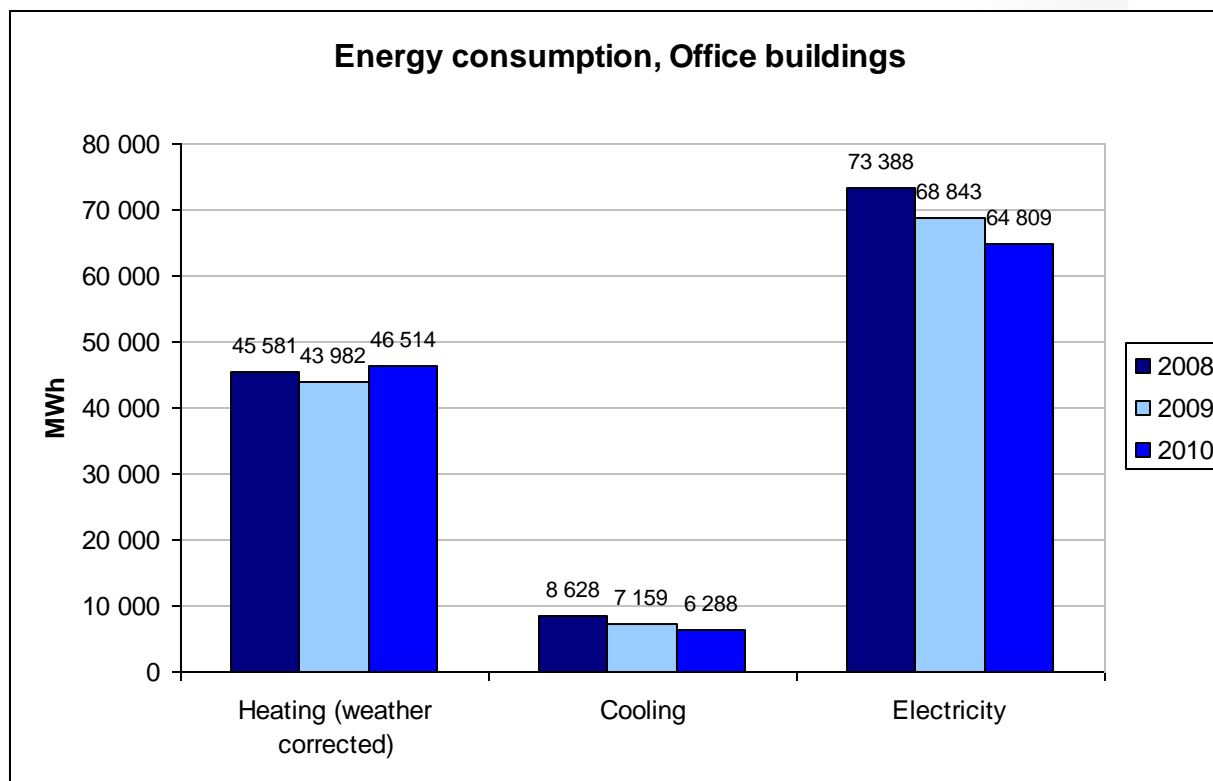


Energy consumption 2008-2010, Office buildings *)



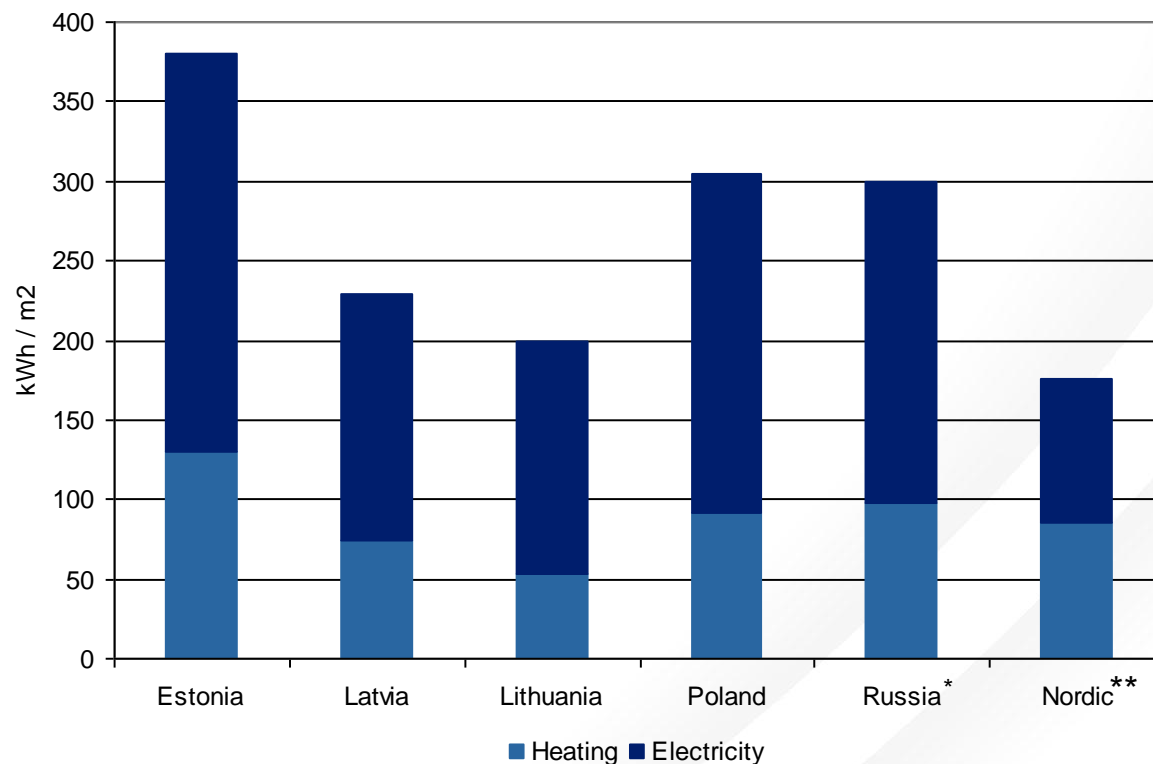
***) 575 557 m²**

Energy consumption 2008-2010, Office buildings *)



***) 575 557 m²**

Energy consumption per square meter area



- Energy consumption for heating is fairly equal in all Nordea countries
- Geographic location has an effect on heating energy consumption
- Biggest differences appear in electricity consumption
- Especially Estonia and Poland use much more electricity than other Nordea countries

* Data for Russia estimated

** offices 112kWh/m2

Energy Management



Energy usage – 12 000 houses

- Regular energy audits of buildings
- Heat recovery technology
- Automatic lighting controls
- All Nordea sign lights are LED
- LED lightning pilots
- Improvements of window sealings & shading
- Expand free seating

Green IT



IT part of energy = 40%

- Automatic shut down of local PCs when not used
 - Purchase more energy efficient IT equipment & appliances
 - Raise temperature in computer halls
- etc, etc.

Recycling & Waste past & planned actions

- Waste reported in 22 categories within
- Revise waste contracts
- Implement appropriate recycling and waste stations in all offices
- Upgrade waste compressors
- Work with landlords to include branches
- Communicate with end-users



Internal paper



**13 000 sheets of A4 paper
annually = 65 pages
each workday**

Customer paper



**125 million customer
letters = 17.000 trees**

- Duplex black & white prints
 - Printer fleet standardization and tracking
 - Campaigns to start reading from screens
 - From paper to E-archiving
 - Stop/reduce automatic paper reporting
-
- From paper statements to E-statements
 - Option in ATMs for not taking paper receipt

Some common activities 2009-11

- **All electricity in Nordic area is renewable (RECS) from 6/2009**
- **Improve Communication**
 - Eco footprint moved under CSR pages, campaign
 - More external communication
- **Expand use of LEED process**
 - Branch Design, Gdynia Head Office,
 - To use Appa cleaning quality assessment
- **Join Nordic Green Building Councils**
 - To improve learning and local networking
- **Improve Q-reporting**
 - Environmental reporting from Nordea to unit level
 - Include outside Nordic countries +18 countries

Thank you

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Nordea