


GRI content index 2019	Reporting	Notes	Reasons for omissions	UN's SDGs	Nasdaq ESG metrics
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### Organizational profile

102-1	Name of the organization	yes	Landsbankinn hf.		
102-2	Activities, brands, products, and services	yes	<a href="http://www.landsbankinn.is">www.landsbankinn.is</a>		
102-3	Location of headquarters	yes	Austurstræti 11, 155 Reykjavík		
102-4	Location of operations	yes	<a href="#">About Landsbankinn</a>		
102-5	Ownership and legal form	yes	<a href="#">About Landsbankinn</a>		
102-6	Markets served	yes	<a href="#">About Landsbankinn</a>		
102-7	Scale of the organization	yes	<a href="#">About Landsbankinn</a>		
102-8	Information on employees and other workers	yes	<a href="#">About Landsbankinn</a>		S4, S5
102-9	Supply chain	yes	<a href="#">Economy</a>		
102-10	Significant changes to the organization and its supply chain	yes	<a href="#">About Landsbankinn</a>		
102-11	Precautionary Principle or approach	yes	<a href="#">Responsible banking and the UN's SDGs</a>		
102-12	External initiatives	yes	<a href="#">Strategy - Collaborative ventures on sustainability Collaborations</a>		
102-13	Membership of associations	Fulfilled in part	<a href="#">Strategy- Collaborative ventures on sustainability Collaborations</a>	Data missing	

### Strategy



102-14	Statement from senior decision-maker	yes	<a href="#">From the Chief Executive Officer</a>		
102-15	Key impacts, risks, and opportunities	yes	<a href="#">From the Chief Executive Officer Responsible banking and the UN's SDGs Goals</a>		

### Ethics and integrity

102-16	Values principles, standards, and norms of behavior	yes	<a href="#">Website - Covenant of Ethical Conduct</a>		G5, G6
102-17	Mechanisms for advice and concerns about ethics	yes	<a href="#">Economy, indicators: 205-1, 205-2 and 205-3</a>		


### Governance

102-18	Governance structure	yes	<a href="#">Corporate governance statement 2019</a>		
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102-19	Delegating authority	yes	<a href="#">Corporate governance statement 2019</a>		E8, E9
102-20	Executive -level responsibility for economic, environmental, and social topics	yes	Policy on Social Responsibility The Board of Directors is responsible for Landsbankinn's sustainability policy, the CEO for its organisation and Human Resources for implementation. A sustainability expert works out of Human Resources. Policy on Social Responsibility		E8, E9
102-21	Consulting stakeholders on economic, environmental, and social topics	yes	Strategy - Future vision in sustainability Goals - <a href="#">Methods used during preparation of the goals</a>		
102-22	Composition of the highest governance body and its committees	yes	<a href="#">Corporate governance statement 2019</a>		G2
102-23	Chair of the highest governance body	yes	<a href="#">Annual report - Board of Directors and Executive Board</a>		G2
102-24	Nominating and selecting the highest governance body	yes	<a href="#">Corporate governance statement 2019</a>		
102-25	Conflicts of interest	yes	<a href="#">Corporate governance statement 2019</a>		
102-26	Role of highest governance body in setting purpose, values, and strategy	yes	<a href="#">Corporate governance statement 2019</a>		
102-27	Collective knowledge of highest governance body	yes	<a href="#">Corporate governance statement 2019</a> <a href="#">Rules of Procedure for the Board of Directors</a>		
102-28	Evaluating the highest governance body's performance	yes	<a href="#">Corporate governance statement 2019</a>		
102-29	Identifying and managing economic, environmental, and social impacts	yes	<a href="#">Annual report - Risk management Strategy</a>		E8, E9
102-30	Effectiveness of risk management processes	yes	<a href="#">Corporate governance statement 2019</a>		E8, E9
102-31	Review of economic, environmental, and social topics	yes	Annually		E8, E9
102-32	Highest governance body's role in sustainability reporting	yes	HR Manager		
102-33	Communicating critical concerns	Fulfilled in part	<a href="#">Corporate governance statement 2019</a> <a href="#">Landsbankinn's rules</a>	Data missing	

102-34	Nature and total number of critical concerns	yes	No critical concerns the Bank is obligated to report on under GRI Standards were communicated to the highest governance body during the year	
102-35	Remuneration policies	yes	<a href="#">Remuneration Committee Annual financial statement - Notes to the consolidated financial statement</a>	G3
102-36	Process for determining remuneration	yes	<a href="#">Remuneration Committee AGM of Landsbankinn 2019</a>	
102-37	Stakeholders' involvement in remuneration	N/A		
102-38	Annual total compensation ratio	Fulfilled in part	<a href="#">Annual financial statement - Notes to the consolidated financial statement</a>	S1
102-39	Percentage increase in annual total compensation ratio	Fulfilled in part	<a href="#">Annual financial statement - Notes to the consolidated financial statement</a>	

#### Stakeholder engagement



102-40	List of stakeholder groups	yes	<a href="#">Stakeholders</a>	
102-41	Collective bargaining agreements	yes	<a href="#">Social - indicator 401-2</a>	 G4
102-42	Identifying and selecting stakeholders	Fulfilled in part	<a href="#">Stakeholders Goals - Methods used during preparation of the goals</a>	
102-43	Approach to stakeholder engagement	Fulfilled in part	<a href="#">Stakeholders Goals - Methods used during preparation of the goals</a>	
102-44	Key topics and concerns raised	yes	<a href="#">Goals - Methods used during preparation of the goals</a>	

#### Reporting practice

102-45	Entities included in the consolidated financial statements	yes	<a href="#">About the Report</a>	
102-46	Defining report content and topic Boundaries	yes	<a href="#">About the Report</a>	
102-47	List of material topics	yes	<a href="#">About the Report</a>	
102-48	Restatements of information	yes	<a href="#">About the Report</a>	
102-49	Changes in reporting	yes	<a href="#">About the Report</a>	
102-50	Reporting period	yes	Calendar year 2019	

102-51	Date of most recent report	yes	Calendar year 2018	
102-52	Reporting cycle	yes	Annually	
102-53	Contact point for questions regarding the report	yes	<a href="mailto:samskipti@landsbankinn.is">samskipti@landsbankinn.is</a>	
102-54	Claims of reporting in accordance with the GRI Standards	yes	<a href="#">From the Chief Executive Officer</a>	
102-55	GRI content index	yes	<a href="#">GRI index</a>	
102-56	External assurance	yes	<a href="#">GRI index</a>	G10

### Management Approach

103-1	Explanation of the material topic and its Boundary	yes	<a href="#">About the Report</a>		
103-2	The management approach and its components	yes	<a href="#">About the Report</a>		E7, S6, S8, S9, S10, G5, G6
103-3	Evaluation of the management approach	yes	<a href="#">About the Report</a>		

### Economic Performance

	Management approach disclosures	yes	<a href="#">About the Report</a>		
	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
201-1	Direct economic value generated and distributed	yes	<a href="#">Economy</a>		
201-2	Financial implications and other risks and opportunities due to climate change	yes	<a href="#">Responsible banking and the UN's SDGs</a>		
201-3	Defined benefit plan obligations and other retirement plans	yes	<a href="#">Economy</a>		
201-4	Financial assistance received from government	yes	The State Treasury is the Bank's largest owner with a 98.2% share and the endowment capital has not been considered a government grant.		

### Market presence

	Management approach disclosures	yes	<a href="#">About the Report</a>		
	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	no			
202-2	Proportion of senior management hired from the local community	yes	<a href="#">Economy</a>		

## Indirect Economic Impacts

	Management approach disclosures	yes	<a href="#">About the Report</a>	
	Topic-specific disclosures	yes	<a href="#">About the Report</a>	
203-1	Infrastructure investments and services supported	yes	<a href="#">Collaborations</a>	
203-2	Significant indirect economic impacts	no		

## Procurement Practices

	Management approach disclosures	yes	<a href="#">About the Report</a>	
	Topic-specific disclosures	yes	<a href="#">About the Report</a>	
204-1	Proportion of spending on local suppliers	yes	<a href="#">Economy</a>	

## Anti-corruption

	Management approach disclosures	yes	<a href="#">About the Report</a>	
	Topic-specific disclosures	yes	<a href="#">About the Report</a>	
205-1	Operations assessed for risks related to corruption	Fulfilled in part	<a href="#">Economy</a>	Data missing about the number of operating units assessed during the year.
205-2	Communication and training about anti-corruption policies and procedures	Fulfilled in part	<a href="#">Economy</a>	Lacking adequate data about employees and partners who received instruction during the year
205-3	Confirmed incidents of corruption and actions taken	yes	No incidents occurred during the year	

## Anti-competitive Behaviour











	Management approach disclosures	yes	<a href="#">About the Report</a>	
	Topic-specific disclosures	yes	<a href="#">About the Report</a>	
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	yes	No instances in 2019	

## Environmental topics



### Materials

	Management approach disclosures	yes	<a href="#">About the Report</a>	
	Topic-specific disclosures	yes	<a href="#">About the Report</a>	
301-1	Materials used by weight or volume	yes	<a href="#">Environment</a>	 
301-2	Recycled input materials used	N/A		 
301-3	Reclaimed products and their packaging materials	N/A		 

### Energy

	Management approach disclosures	yes	<a href="#">About the Report</a>	
	Topic-specific disclosures	yes	<a href="#">About the Report</a>	
302-1	Energy consumption within the organization	yes	<a href="#">Environment</a>	  E3, E5
302-2	Energy consumption outside of the organization	Fulfilled in part	<a href="#">Environment</a>	  E3
302-3	Energy intensity	Fulfilled in part	<a href="#">Environment</a>	  E4
302-4	Reduction of energy consumption	no		 
302-5	Reductions in energy requirements of products and services	no		 

### Water and Effluents








	Management approach disclosures	yes	<a href="#">About the Report</a>	
	Topic-specific disclosures	yes	<a href="#">About the Report</a>	
303-1	Interactions with water as a shared resource	N/A		
303-2	Management of water discharge-related impacts	N/A		
303-3	Water withdrawal	N/A		 
303-4	Water discharge	N/A		
303-5	Water consumption	N/A		E6

### Biodiversity



	Management approach disclosures	yes	<a href="#">About the Report</a>	
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	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	N/A			
304-2	Significant impacts of activities, products, and services on biodiversity	N/A			
304-3	Habitats protected or restored	N/A			
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	N/A			

### Emissions

	Management approach disclosures	yes	<a href="#">About the Report</a>		
	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
305-1	Direct (Scope 1) GHG emissions	yes	<a href="#">Environment</a>		E1
305-2	Energy indirect (Scope 2) GHG emissions	Fulfilled in part	<a href="#">Environment</a>		E1
305-3	Other indirect (Scope 3) GHG emissions	Fulfilled in part	<a href="#">Environment</a>		E1
305-4	GHG emissions intensity	yes	<a href="#">Environment</a>		E2
305-5	Reduction of GHG emissions	yes	<a href="#">Environment</a>		
305-6	Emissions of ozone-depleting substances (ODS)	yes	No cooling agents were used in 2019 and therefore no emissions to report		
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	N/A			

### Effluents and waste

	Management approach disclosures	yes	<a href="#">About the Report</a>		
	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
306-1	Water discharge by quality and destination	N/A			
306-2	Waste by type and disposal method	yes	<a href="#">Environment</a> Environment. Emission figures for 2018 have been updated based on the changed coefficient for 2019		

306-3	Significant spills	N/A		
306-4	Transport of hazardous waste	N/A		
306-5	Water bodies affected by water discharges and/or runoff	N/A		

### Environmental Compliance

	Management approach disclosures	yes	<a href="#">About the Report</a>	
	Topic-specific disclosures	yes	<a href="#">About the Report</a>	
307-1	Non-compliance with environmental laws and regulations	yes	No fines or violations	

### Supplier Environmental Assessment

	Management approach disclosures	yes	<a href="#">About the Report</a>	
	Topic-specific disclosures	yes	<a href="#">About the Report</a>	
308-1	New suppliers that were screened using environmental criteria	no		
308-2	Negative environmental impacts in the supply chain and actions taken	no		

### Social

#### Employment





	Management approach disclosures	yes	<a href="#">About the Report</a>	
	Topic-specific disclosures	yes	<a href="#">About the Report</a>	
401-1	New employee hires and employee turnover	yes	<a href="#">Social</a>	  S3
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	yes	<a href="#">Social</a>	
401-3	Parental leave	yes	<a href="#">Social</a>	 

#### Labor/Management Relations

	Management approach disclosures	yes	<a href="#">About the Report</a>	
	Topic-specific disclosures	yes	<a href="#">About the Report</a>	
402-1	Minimum notice periods regarding operational changes	yes	<a href="#">Social</a>	



## Occupational Health and Safety

	Management approach disclosures	yes	<a href="#">About the Report</a>		
	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
403-1	Occupational health and safety management system	Fulfilled in part	<a href="#">Social</a>	Data missing.	
403-2	Hazard identification, risk assessment, and incident investigation	Fulfilled in part	<a href="#">Social</a>		
403-3	Occupational health services	Fulfilled in part	<a href="#">Social</a>		
403-4	Worker participation, consultation, and communication on occupational health and safety	Fulfilled in part	<a href="#">Social</a>	Data missing	
403-5	Worker training on occupational health and safety	no		Data missing	
403-6	Promotion of worker health	yes	<a href="#">Landsbankinn's health policy - only available in Icelandic</a>		
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	N/A			
403-8	Workers covered by an occupational health and safety management system	yes	Any health or security related impact on employees at work are covered by the Icelandic social security system		
403-9	Work-related injuries	N/A			S7
403-10	Work-related ill health	N/A			

## Training and Education

	Management approach disclosures	yes	<a href="#">About the Report</a>		
	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
404-1	Average hours of training per year per employee	yes	<a href="#">Social</a>		 
404-2	Programs for upgrading employee skills and dtransition assistance programs	yes	<a href="#">Social</a>		
404-3	Percentage of employees receiving regular performance and career development reviews	Fulfilled in part	<a href="#">Social</a>		 

## Diversity and Equal Opportunity

	Management approach disclosures	yes	<a href="#">About the Report</a>		
	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
405-1	Diversity of governance bodies and employees	yes	<a href="#">Social</a>	 	S4, G1
405-2	Ratio of basic salary and remuneration of women to men	yes	<a href="#">Social</a>	 	S2

## Non-discrimination

	Management approach disclosures	yes	<a href="#">About the Report</a>		
	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
406-1	Incidents of discrimination and corrective actions taken	no		 	


## Freedom of Association and Collective Bargaining

	Management approach disclosures	yes	<a href="#">About the Report</a>		
	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Fulfilled in part	As Landsbankinn operates only in Iceland it is assumed that there is a low risk of violations of employee rights concerning the right to collective wage bargaining and freedom of association.		

## Child Labor

	Management approach disclosures	yes	<a href="#">About the Report</a>		
	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
408-1	Operations and suppliers at significant risk for incidents of child labor	no			

## Forced or Compulsory Labor

	Management approach disclosures	yes	<a href="#">About the Report</a>		
	Topic-specific disclosures	yes	<a href="#">About the Report</a>		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	no			

## Security Practices

	Management approach disclosures	N/A			
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	Topic-specific disclosures	N/A
410-1	Security personnel trained in human rights policies or procedures	N/A

### Rights of Indigenous Peoples

	Management approach disclosures	N/A
	Topic-specific disclosures	N/A
411-1	Incidents of violations involving rights of indigenous peoples	N/A

### Human Rights Assessment

	Management approach disclosures	N/A
	Topic-specific disclosures	N/A
412-1	Operations that have been subject to human rights reviews or impact assessments	N/A
412-2	Employee training on human rights policies or procedures	N/A
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	N/A

### Local Communities

	Management approach disclosures	yes	<a href="#">About the Report</a>
	Topic-specific disclosures	yes	<a href="#">About the Report</a>
413-1	Operations with local community engagement, impact assessments, and development programs	no	
413-2	Operations with significant actual and potential negative impacts on local communities	no	

### Supplier Social Assessment

	Management approach disclosures	yes	<a href="#">About the Report</a>
	Topic-specific disclosures	yes	<a href="#">About the Report</a>
414-1	New suppliers that were screened using social criteria	Fulfilled in part	<a href="#">Social</a>  
414-2	Negative social impacts in the supply chain and actions taken	no	 

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**Public Policy**

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	Management approach disclosures	yes	<a href="#">About the Report</a>
	Topic-specific disclosures	yes	<a href="#">About the Report</a>
415-1	Political contributions	yes	No donations were made

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**Customer Health and Safety**


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	Management approach disclosures	N/A
	Topic-specific disclosures	N/A
416-1	Assessment of the health and safety impacts of product and service categories	N/A
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	N/A

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**Marketing and Labeling**

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	Management approach disclosures	yes	<a href="#">About the Report</a>
	Topic-specific disclosures	yes	<a href="#">About the Report</a>
417-1	Requirements for product and service information and labeling	no	
417-2	Incidents of non-compliance concerning product and service information and labeling	yes	No known violations
417-3	Incidents of non-compliance concerning marketing communications	yes	<a href="#">Social</a>

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**Customer Privacy**

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	Management approach disclosures	yes	<a href="#">About the Report</a>
	Topic-specific disclosures	yes	<a href="#">About the Report</a>
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	yes	<a href="#">Social</a> G7

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**Socioeconomic Compliance**

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	Management approach disclosures	yes	<a href="#">About the Report</a>
	Topic-specific disclosures	yes	<a href="#">About the Report</a>

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419-1	Non-compliance with laws and regulations in the social and economic area	yes	In 2019, Landsbankinn was not penalised in the form of fines for violations of rules and laws on products or use of products and services
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Sector Specific Indicators for the Financial Services Sector


## Society

### Local Communities

G4-FS13	Access points in low-populated or economically disadvantaged areas by type	yes	<a href="#">Financial institutions</a>	
G4-FS14	Initiatives to improve access to financial services for disadvantaged people	yes	<a href="#">Financial institutions</a>	



### Product Responsibility

#### Product and Service Labeling

G4-DMA (FS15)	Policies for the fair design and sale of financial products and services	yes	<a href="#">Website - Covenant of Ethical Conduct</a>	
G4-DMA (FS16)	Initiatives to enhance financial literacy by type of beneficiary	yes	<a href="#">Financial institutions</a>	

### Product Portfolio

G4-DMA (FS1)	Policies with specific environmental and social components applied to business lines	yes	<a href="#">Financial institutions</a>
G4-DMA (FS2)	Procedures for assessing and screening environmental and social risks in business lines	no	
G4-DMA (FS3)	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions	yes	<a href="#">Financial institutions</a>
G4-DMA (FS4)	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	Fulfilled in part	No processes are in place
G4-FS5	Interactions with clients/ investees/business partners regarding environmental and social risks and opportunities	no	

G4-FS6	Per (e.g. Micro/SEM/large) and by sectorpercentage of the portfolio for business lines by specific region, siz	no		
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	no		
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	yes	<a href="#">Financial institutions</a>	

#### Audit

G4-DMA (FS9)	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	yes	<a href="#">Financial institutions</a>	
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#### Active Ownership

G4-DMA (FS12)	Voting policy(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting	yes		Landsbankinn has not adopted a voting policy that applies to social concerns at AGMs where the Bank holds voting rights or advises on voting
G4-FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues	yes		This has been done in some cases but no figures have been collected.
G4-FS11	Percentage of assets subject to positive and negative environmental or social screening	yes	<a href="#">Financial institutions</a>	