

Social (S)

	Unit	Fiscal Year				
		2015	2016	2017	2018	2019
CEO Pay Ratio (S1.1 GRI: 102-38 UNGC-P6)						
CEO Salary & Bonus (X) to median FTE Salary	X:1	-	-	-	-	6,2:1
Gender Pay Ratio (S2 UNGC-P6 GRI: 405-2)						
Outcome of equal pay certification	%	4.8%	3.7%	2.9%	2.4%	2.1%
Employee Turnover (S3.1, S3.2 GRI: 401-1 SDG 12)						
Total annual turnover	%	10.8%	13.8%	11.8%	13.9%	23.0%
Left voluntarily	-	7.7%	5.4%	7.7%	8.3%	6.8%
Left due to dismissal	-	2.2%	7.8%	2.2%	4.4%	13.9%
Retired	-	9.0%	7.0%	9.0%	1.2%	2.2%
Employee Turnover by gender						
Women	%	-	-	-	71.0%	59.0%
Men	%	-	-	-	29.0%	41.0%
Employee Turnover by age						
Aged 20-29	%	-	-	-	23.4%	14.1%
Aged 30-39	-	-	-	-	17.7%	21.6%
Aged 40-49	-	-	-	-	22.6%	31.9%
Aged 50-59	-	-	-	-	22.6%	19.5%
Aged 60-69	-	-	-	-	13.7%	13.0%
Employee Turnover by region						
Greater Reykjavík Area		-	-	-	82.3%	86.0%
Outside Greater Reykjavík Area		-	-	-	17.7%	14.1%
Gender Diversity (S4.1 UNGC-P6 GRI: 102-8)						
Total number of employees*	no.	882	936	930	866	735
Women	%	66.0%	65.0%	65.0%	64.9%	65.0%
Full-time	-	-	-	-	52.0%	55.2%
Part-time	-	-	-	-	12.9%	10.2%
Men	-	34.0%	35.0%	35.0%	35.1%	35.0%
Full-time	-	-	-	-	33.1%	33.1%
Part-time	-	-	-	-	2.0%	1.5%
Equality (S4.2, S4.3 UNGC-P6 GRI: 401-3, GRI: 405-1)						
Board of Directors						
Women	%	55.0%	50.0%	50.0%	43.0%	43.0%
Men	%	45.0%	50.0%	50.0%	57.0%	57.0%
Age of board directors						

Aged 20-29	%	-	-	-	0.0%	0.0%
Aged 30-39	-	-	-	-	0.0%	0.0%
Aged 40-49	-	-	-	-	66.7%	29.0%
Aged 50-59	-	-	-	-	0.0%	57.0%
Aged 60-69	-	-	-	-	22.2%	0.0%
Aged 70-79	-	-	-	-	11.1%	14.0%
All management						
Women	%	41.0%	47.0%	48.0%	47.0%	48.0%
Men	%	59.0%	53.0%	52.0%	53.0%	52.0%
Managing directors						
Women	%	33.0%	44.0%	50.0%	50.0%	33.3%
Men	%	67.0%	56.0%	50.0%	50.0%	66.7%
Heads of department						
Women	%	39.0%	34.0%	28.0%	30.0%	39.4%
Men	%	61.0%	66.0%	72.0%	70.0%	60.6%
Regional and branch managers						
Women	%	39.0%	50.0%	43.0%	38.5%	33.3%
Men	%	61.0%	50.0%	57.0%	61.5%	66.7%
Service managers						
Women	%	-	93.0%	73.0%	82.0%	85.7%
Men	%	-	7.0%	27.0%	18.0%	14.3%
Supervisors and team leaders						
Women	%	50.0%	44.0%	67.0%	60.0%	50.0%
Men	%	50.0%	56.0%	33.0%	40.0%	50.0%
Managers						
Women	%	-	-	-	50.0%	66.7%
Men	%	-	-	-	50.0%	33.3%
Heads of corporate business/account managers						
Women	%	-	-	-	33.0%	33.0%
Men	%	-	-	-	67.0%	67.0%
Other managers						
Women	%	-	-	-	25.0%	50.0%
Men	%	-	-	-	75.0%	50.0%
Age of management						
Aged 20-29	%	-	-	-	0.0%	0.0%
Aged 30-39	-	-	-	-	14.6%	18.1%
Aged 40-49	-	-	-	-	55.2%	59.0%
Aged 50-59	-	-	-	-	28.1%	20.5%
Aged 60-69	-	-	-	-	2.1%	2.4%
Age of employees**						

Aged 20-29	%	-	-	-	17.0%	16.9%
Aged 30-39	-	-	-	-	25.0%	25.0%
Aged 40-49	-	-	-	-	31.0%	31.3%
Aged 50-59	-	-	-	-	21.0%	21.2%
Aged 60-69	-	-	-	-	6.0%	5.6%
Parental leave						
Number of women entitled to maternity leave	no.	-	-	-	26	21
Number of women who took maternity leave	-	-	-	-	26	21
Number of women that returned to work after maternity leave	-	-	-	-	20	-
Number of men entitled to paternity leave	-	-	-	-	25	19
Number of men who took paternity leave	-	-	-	-	19	14
Number of men that returned to work after paternity leave	-	-	-	-	19	-
Employment type (S5.1 UNGC-P6 GRI: 102-8, GRI: 401-1)						
Percentage of people employed on permanent basis	%	95%	93%	92%	94.6%	95.4%
Women	-	-	-	-	61.2%	62.4%
Men	-	-	-	-	33.4%	32.9%
Percentage of people employed on temporary basis	%	5.0%	7.0%	8.0%	5.4%	4.6%
Women	-	-	-	-	3.7%	3.0%
Men	-	-	-	-	1.7%	1.6%
Employees by residence						
Greater Reykjavík Area	%	-	-	-	83.7%	82.4%
Employed on permanent basis	-	-	-	-	80.0%	79.3%
Employed on temporary basis	-	-	-	-	3.7%	3.1%
Outside Greater Reykjavík Area	%	-	-	-	16.3%	17.6%
Employed on permanent basis	-	-	-	-	14.5%	16.1%
Employed on temporary basis	-	-	-	-	1.7%	1.5%
Number of new employees	no.	-	-	-	73	51
Percentage of new employees	%	-	-	-	8.2%	6.9%
Gender of new employees						
Women	%	-	-	-	56.0%	47.0%
Men	-	-	-	-	44.0%	53.0%
Age of new employees						
Aged 20-29	%	-	-	-	38.0%	45.1%
Aged 30-39	-	-	-	-	26.0%	31.4%
Aged 40-49	-	-	-	-	30.0%	21.6%
Aged 50-59	-	-	-	-	4.0%	2.0%
Aged 60-69	-	-	-	-	1.0%	0.0%
New employees by residence						

Greater Reykjavík Area	%	-	-	-	87.7%	90.2%
Outside Greater Reykjavík Area	-	-	-	-	12.3%	9.8%

Training for employees (GRI: 404-1)

Avg. hours of training in total	hours	-	-	-	7	20
Avg. hours of training - women	-	-	-	-	8	22
Avg. hours of training - men	-	-	-	-	6	17
Avg. hours of training - management	-	-	-	-	12	36
Avg. hours of training - employees	-	-	-	-	6	16

Non-Discrimination Policy (S6 | UNGC-P6 | GRI: 406-1 a.)

Policy to ensure equal opportunities and terms for all genders	yes/no	Yes	Yes	Yes	Yes	Yes
Policy against bullying, sexual harassment and violence	-	-	-	-	Yes	Yes
Number of cases that have been reported as a result of bullying, sexual harassment or gender-based violence	no.	-	-	-	3	2

Health and safety of employees (S7 | SDG 3)

Accidents in workplace and to and from work	no.	5	5	0	2	7
Health indicators	%		95.8%	96.3%	96.3%	96.0%

Human Rights (S10.1 | UNGC-P1, P2 | SDG 4, 10, 16)

Human rights as part of equal-rights policy	yes/no	-	-	-	Yes	Yes
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*Total number of employees and percentages for 2018 and 2019 is based on total number of employees at the end of each year. Figures for 2015-2017 are based on average number of employees during the year.

** Information on age distribution for the years 2015-2017 are available in 2017 Annual Report. GRI definitions are used for the years 2018 and 2019.