

GRI standard disclosures

This section provides a selection of base information, defined by the Global Reporting Initiative Guidelines, comprising an organizational profile, report parameters, governance, commitments to external initiatives, stakeholder engagement and remaining sustainability performance indicators. Reference numbers are those used in the GRI Guidelines.

Organizational profile

2.1 Name of the organization

ABB Ltd is the parent company of the worldwide ABB Group.

2.2 Primary brands, products and services

ABB is a leader in power and automation technologies that enable utility and industry customers to improve their performance while lowering environmental impact. ABB's products, systems, solutions and services are designed to improve the reliability of electricity supply grids, raise industrial productivity and save energy.

The Power Products division manufactures the key components to transmit and distribute electricity, such as transformers, switchgear, circuit breakers and cables. The Power Systems division offers turnkey systems for power transmission and distribution grids, and for power plants. These include complete substations, as well as high-voltage alternating and direct current transmission systems, together with their automation and network management systems.

The Process Automation division offers products and solutions for instrumentation, automation and optimization of industrial processes. The industries served include oil and gas, power, chemicals and pharmaceuticals, pulp and paper, metals and minerals, marine and turbocharging. Key customer benefits include improved asset productivity and energy savings.

The Discrete Automation and Motion division includes products and systems targeted at discrete manufacturing applications, such as robotics and programmable logic controllers (PLCs), and providing motion in plants, such as motors and drives. These businesses help customers to increase the productivity and energy efficiency of their assets.

The Low Voltage Products division manufactures low-voltage circuit breakers, switches, control products, wiring accessories, enclosures and cable systems to protect people, installations and electronic equipment from electrical overload. The division further makes KNX systems that integrate and automate a building's electrical installations, ventilation systems, and security and data communication networks.

ABB is a manufacturing and services group which outsources only some of its work (for example, information technology support infrastructure).

2.3 Operational structure of the organization

At the end of 2010, the ABB Group comprised five power and automation divisions named in 2.2 above, supported by staff functions (such as Sustainability Affairs, Corporate Communications, Controlling, Legal and Compliance, Human Resources, etc.), all reporting to a 10-member Executive Committee. The president of the Executive Committee is the Chief Executive Officer of the company. Also represented on the committee are the heads of the five divisions, the Chief Financial Officer and head of Global Markets, the head of Marketing and Customer Solutions, the General Counsel and the head of Human Resources, who is also the Executive Committee member responsible for Sustainability Affairs.

The ABB Group comprises primarily operating companies, subsidiaries and majority-owned joint ventures, located worldwide and employed about 117,000 people as of December 31, 2010.

2.4 Location of headquarters

The headquarters of the ABB Group is located in Zurich, Switzerland.

2.5 Countries where the organization operates

The ABB Group of companies operates in around 100 countries. ABB's largest operations are in Australia, Brazil, Canada, Czech Republic, China, Finland, France, Germany, India, Italy, Norway, Poland, Spain, Sweden, Switzerland, United Kingdom and United States.

2.6 Nature of ownership and legal form

ABB is listed on the SIX Swiss Exchange and the exchanges in Stockholm and New York.

As of December 31, 2006, Investor AB, Stockholm, Sweden, held 166,330,142 ABB shares, representing 7.2 percent of the company's share capital and voting rights. As of April 6, 2010, BlackRock Inc., New York, U.S., together with its direct and indirect subsidiaries, held 70,267,934 ABB Ltd shares, corresponding to 3.0 percent of total share capital and voting rights.

To the best of ABB's knowledge, as of February 28, 2011, no other shareholder holds 3 percent or more of ABB's shares.

ABB Ltd is the holding company for the entire ABB Group and is registered as a corporation (Aktiengesellschaft) in the commercial register of the Canton of Zurich, Switzerland.

2.7 Markets served

ABB's products, systems and services are supplied directly to many industries worldwide. These include electric, gas and water utilities, as well as a range of process, manufacturing and consumer industries, and the commercial and residential building sector.

ABB also serves the market through channels such as original equipment manufacturers, system integrators, distributors, and engineering, procurement and construction companies.

2.8 Scale of the reporting organization

See [Our people chapter](#) for data on employee numbers

Sales (revenues) for 2010: \$31,589 million
(\$31,795 million for 2009)

Sales by region	2010	2009	2008
Europe	39%	41%	45%
The Americas	20%	19%	18%
Asia	28%	27%	26%
Middle East and Africa	13%	13%	11%

See the ABB Group Annual Report for further details on financial results.

2.9 Significant changes in size, structure and ownership

There were no significant changes in size and structure during the fiscal year 2010. See also 3.8 Comparability.

As at January 1, 2011, ABB's Board of Directors comprised eight non-executive members, all men, of six nationalities.

As at January 1, 2011, the Group Executive Committee comprised the CEO, the Chief Financial Officer and eight other members, including one woman, of seven nationalities.

2.10 Awards received

See [Stakeholder relations chapter](#).

Report parameters

3.1 Reporting period

Calendar year 2010.

3.2 Date of previous report

March 2010, covering calendar year 2009.

3.3 Reporting cycle

Annual. Next report to be released in March 2012, covering calendar year 2011.

3.4 Contact point for the report

E-mail: sustainability.abbzh@ch.abb.com

Web address: www.abb.com/sustainability

3.5 Process for defining report content

ABB continues to report on the seven issues it considers material to its sustainability impacts, challenges and opportunities, namely: energy efficiency and climate change, managing environmental impacts, product innovation, health and safety, human rights, sustainability in our supply chain, and working in the community. The seven issues are not ranked in any order of priority.

Based on stakeholder consultations during 2010, we have now included more extensive reporting on governance and compliance, risk management, and ABB employee programs.

3.6 Boundary of the report

See [Governance and integrity chapter](#).

3.7 Limitations on the scope of the report

The report does not cover work carried out by ABB on our customers' sites. However, health and safety data covers all ABB employees wherever they work and all contractors for whom ABB is contractually responsible.

3.8 Comparability

The Sustainability Performance report covers all employees working in premises owned or leased by ABB. During 2010, ABB acquired Ventyx, an industrial software provider. Ventyx was included in the scope of 2010 sustainability performance reporting only as estimations for energy and water consumption, and waste generation per employee. ABB also acquired a further 23-percent stake in our Indian unit during 2010, which did not affect the comparability of data between this and the previous report.

The format adopted in the 2006 report to address the concepts contained in Version 3 of the GRI Guidelines, particularly the focus on those issues considered material to the sustainability impacts of the organization, has been maintained in this report to ensure consistency and comparability.

3.9 Data measurement

See the [Governance and integrity chapter](#).

3.10 Effect of restatement of information

Nothing significant has arisen during 2010 which would require a restatement of information provided in earlier ABB Sustainability Performance reports.

The number of ABB employees was around 117,000 in 2010, similar to 2009, and the number of manufacturing sites, workshops and offices covered by the sustainability management program was approximately 360 in 2010.

3.11 Significant changes

There were no significant changes during 2010 in the scope, boundary, or measurement methods applied in the report.

3.12 GRI content index

A table appears on page 38 of this report which identifies the page numbers of all the standard disclosure indicators required by the GRI Guidelines.

3.13 Independent assurance

ABB believes in the importance of independent external assurance to enhance the credibility of its sustainability report. ABB's main environmental and social performance indicators have been verified by the independent verification body Det Norske Veritas (DNV) through a review of information in the ABB sustainability performance database and interviews at various levels of the company prior to publication. Their statement appears on page 37 of this report.

Governance

Corporate governance is covered in detail in the ABB Group Annual Report. The GRI content index table on page 38 of this report gives cross-references to the appropriate parts of the corporate governance section, wherever relevant.

Summary of main performance indicators

GRI ref.	Indicator description			
Environmental		2010	2009	2008
EN1	Materials			
	Phthalates (tons)	31	16	25
	Brominated flame retardants (tons)	0	3.1	2.3
	Lead in submarine cables (tons)	3,632	3,600	6,596
	Organic lead in polymers (tons)	52	24	36
	Lead in other products (tons), e.g. backup batteries and counterweights in robots	265	313	354
	Cadmium in industrial batteries (tons)	1.7	2.2	2.0
	Cadmium in rechargeable batteries (tons)	5.9	4.7	6.4
	Cadmium in lead alloy (tons)	2.7	2.5	5.3
	Cadmium in other uses (tons)	0.18	0.05	n.a.
	Mercury in products (tons)	0.038	0.011	0.015
	SF ₆ insulation gas (inflow to ABB facilities) (tons)	968	962	987
	SF ₆ insulation gas (outflow to customers) (tons)	959	951	969
	No. of transformers with PCB oil in ABB facilities	3	6	7
	No. of capacitors with PCB oil in ABB facilities	0	0	9
	Mercury in instruments in ABB facilities (tons)	0.422	0.803	0.895
EN3	Direct energy consumption (Gigawatt-hours – GWh)			
	Oil (11.63 MWh/ton)	114	87	104
	Coal (7.56 MWh/ton)	0	0	0
	Gas	427	415	416
	Total direct energy used	542	502	520
EN4	Indirect energy consumption (Gigawatt-hours – GWh)			
	District heat consumption	223	259	250
	District heat: Losses at utilities	33	39	37
	Electricity consumption	1,335	1,321	1,323
	Electricity: Losses at utilities	1,844	1,824	1,627
	Total indirect energy used	3,436	3,442	3,237
	Megawatt-hours (MWh) per employee	18.0	17.9	17.5
EN8	Water withdrawal (kilotons)			
	Purchased from water companies	3,300	3,300	3,100
	Groundwater extracted by ABB	2,700	2,900	2,700
	Surface water extracted by ABB	2,900	2,700	2,800
	Total water withdrawal	8,900	8,900	8,600
EN16	Greenhouse gas emissions (kilotons CO₂ equivalent)			
	Scope 1			
	Energy	117	107	112
	SF ₆ (in CO ₂ equivalents)	247	263	406
	CO ₂ from transport by own fleet	350	350	350
	Scope 2			
	District heat consumption	49	57	55
	District heat: Losses at utilities	8	9	8
	Electricity consumption	293	290	287
	Electricity: Losses at utilities	405	400	397

GRI ref.	Indicator description			
		2010	2009	2008
EN19	Emissions of volatile organic compounds (tons)			
	Volatile organic compounds (VOC)	786	782	909
	Chlorinated volatile organic compounds (VOC-Cl)	11	5	6
EN20	Emissions of NO_x and SO_x (tons SO₂ and NO₂)			
	SO _x from burning coal	0	0	0
	SO _x from burning oil	84	64	76
	NO _x from burning coal	0	0	0
	NO _x from burning oil	63	48	57
	NO _x from burning gas	92	90	90
EN21	Discharge of process water (percentage of ABB plants)			
	Discharge to public sewer	84	72	62
	Discharge to recipient without treatment	3	9	13
	Discharge to own treatment plant	13	20	25
EN22	Waste (kilotons)			
	Scrap metal recycled	135	71	92
	Other waste recycled	44	46	47
	General waste sent for disposal	38	29	35
	Hazardous waste	9	6	7
EN23	Significant spills			
	Total number of spills	7	12	4
EN27	Products and services			
	Percentage of reclaimable material in products	90	90	90
Social		2010	2009	2008
LA1	Employment			
	Total workforce by region (ABB employees)			
	Europe	58,800	60,600	62,100
	The Americas	17,700	17,100	20,000
	Asia	30,900	29,900	29,100
	Middle East and Africa	9,100	8,500	8,200
	Total	116,500	116,100	119,400
	Total numbers of part-time employees included above			
	Europe	3,133 5%	2,984 5%	3,392
	The Americas	143 1%	92 1%	73
	Asia	183 1%	268 1%	138
	Middle East and Africa	4 <1%	112 2%	124
	Total	3,463 3%	3,456 3%	3,827
LA2	Employee turnover			
	Turnover of all employees, including part-time			
	Europe	6,351 11%	5,985 10%	10%
	The Americas	2,567 16%	3,826 23%	19%
	Asia	4,346 14%	2,943 11%	11%
	Middle East and Africa	463 8%	271 5%	11%
	Total turnover for whole Group	13,727 12%	13,025 12%	11%

GRI ref.	Indicator description	2010		2009		2008
	Turnover of all female employees, including part-time					
	Europe	1,407	2%	1,439	2%	1,307
	The Americas	631	4%	635	4%	450
	Asia	1,060	4%	520	2%	532
	Middle East and Africa	51	<1%	19	<1%	128
	Total turnover for whole Group	3,149	3%	2,613	2%	2,417
LA7	Occupational health and safety					
	Fatalities, injuries, lost days, diseases					
	Employee work-related fatalities	1		1		3
	Incident rate	0.01		0.01		0.03
	Employee work-related serious injuries	15		27		37
	Incident rate	0.13		0.23		0.32
	Employee commuting/business travel fatalities	2		1		2
	Incident rate	0.02		0.01		0.02
	Employee commuting/business travel serious injuries	5		0		3
	Incident rate	0.04		0		0.03
	Contractor work-related fatalities	2		3		4
	Contractor work-related serious injuries	16		11		16
	Contractor business travel fatalities	0		0		1
	Members of the public fatalities	0		0		1
	Employee working days lost due to industrial incidents	8,362		7,633		16,877
	Employee occupational health diseases (number of cases)	13		47		102
	Employee total recordable incident rate	13.48		14.32		18.93
HR4	Non-discrimination					
	Total number of incidents of discrimination	6		0		0
	Total number of incidents of harassment	18		0		0
SO6	Public policy					
	Financial and in-kind political contributions	\$9,000		0		0
LA10	Training and education					
	Training per year per employee (average hours)					
	China	40		24		20
	Germany	16		15		16
	Sweden	10		10		17
	India	4		3		28
	United States	25		25		25
	Switzerland	20		20		17
	Finland	13		24		24
	Italy	17		10		10
	Brazil	26		28		31
	Czech Republic	10		13		22

GRI ref.	Indicator description	2010	2009	2008
LA13	Diversity and equal opportunity			
	Women in senior management (percentage)			
	China	25%	–	–
	Germany	4%	–	–
	Sweden	22%	–	–
	India	2%	–	–
	United States	15%	–	–
	Switzerland	7%	–	–
	Finland	17%	–	–
	Italy	7%	–	–
	Brazil	7%	–	–
	Czech Republic	19%	–	–

INDEPENDENT VERIFICATION OF MAIN PERFORMANCE INDICATORS 2010

Scope and method of work

Det Norske Veritas AS has been engaged to verify the numerical values of the environmental and social performance indicators presented in the "Summary of main performance indicators" table (the "Table") on pages 33 – 36. The verification was conducted in January and February 2011.

The verification was based on a review of the sustainability performance data, supplemented by spot checks of the collection and aggregation process which has been carried out by the sustainability organisation of ABB.

DNV has reviewed the databases containing the environmental and social performance data. To assess the validity of the numerical values of the environmental indicators DNV carried out telephone interviews with ten selected local sustainability officers. Additionally, to verify the process for collecting information for the social indicators DNV carried out telephone interviews with five country sustainability controllers. DNV also interviewed four people in the ABB Group Sustainability Affairs with responsibility for collecting, aggregating and presenting the data in the Table.

The verification was limited to assessing the numerical values of the indicators for 2010 reported in the Table in the "ABB Group Sustainability Performance 2010 – GRI Indicators".

Conclusions

It is the opinion of DNV that ABB has a well-established web-based internal reporting system, which has seen continuous improvement in recent years.

During the interviews, and the review of the databases, a few minor reporting errors were discovered. However, none of these were considered to be systematic. These errors were immediately corrected, and the Table that is presented in this review includes the updated numbers.

Based on the findings, DNV considers the numbers published in the Table to give a reasonable representation of ABB's sustainability performance.

Høvik, Norway, 18th February 2011

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GRI content index table

GRI ref.	Description	
1	Strategy and analysis	
1.1	Chairman and CEO's letter	ABB Group Annual Report
1.2	ABB's key sustainability issues	pages 2–4, 31
2.1–2.10	Organizational profile	pages 8, 30–31
3.1–3.13	Report parameters	pages 6, 31–32
4.1–4.10	Governance	pages 5, 6
4.11–4.13	Commitments to external initiatives	pages 6, 9, 10 and ABB Group Annual Report
4.14–4.17	Stakeholder engagement	page 8
5	Performance indicators	
	Economic performance indicators	
	EC1 (ABB key figures)	ABB Group Annual Report
	EC2	page 13
	EC3–5, EC7	page 22
	EC6	page 27
	EC8–9	page 28
	Environmental performance indicators	
	EN3–7, EN18	page 14
	EN16–17, EN29	page 15
	EN26	page 16
	EN1, EN8–15, EN21, EN25	page 18
	EN2, EN19, EN20, EN22–24, EN27–28, EN30	page 19
	Social performance indicators	
	SO2–3	page 6
	SO4–8, PR4, PR8, PR9	page 7
	PR5	page 8
	PR1–3, PR6–7	page 12
	LA11	page 20
	LA1–5	page 21
	LA10, LA12–14,	page 22
	LA6	page 23
	LA7–9	page 24
	HR1, HR3	page 25
	HR4–9	page 26
	HR2	page 27
	SO1	page 28