


"We aim to recruit the best people at a young age and keep them until they retire. Staff turnover is very low."



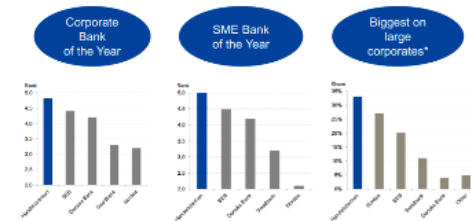
Decentralization in 1970

- Jan Wallander
- Storytelling
- Bible "Mål och Medel"
- "The branch is the bank"




"After all, what do I know about people in York, or Huddersfield, when I'm sitting in an office in London? I accept I know nothing and I'm fine to let Chris, in York, take all the decisions"


Handelsbanken in Sweden



Handelsbanken in UK



- Start of banking business in 1982
- 1200 employees
- Same principles & guidelines
- Continuous expansion



HANDELSBANKEN Harvard Case Solution & Analysis

TheCaseSolutions.com

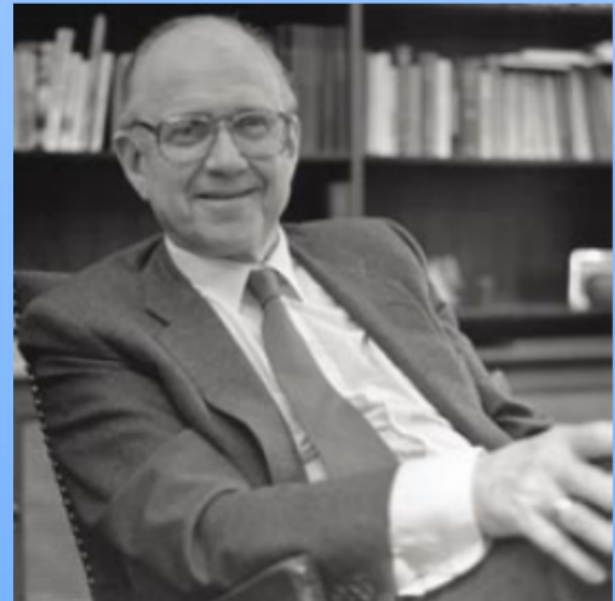
Handelsbanken in brief:

- Stockholms Handelsbank- 1871
- Operating 42 years (high profitability)
- Cost-effective
- Lower loan losses than other major banks
- Operating profit: SEK 4.4 billion
- 11,585 employees
- Operations in 24 countries
- 461 branches in Sweden, 150 in other Nordic countries, 18 in Netherlands, 161 in Great Britain and 19 in the rest of the world
- 2011- World's second strongest bank



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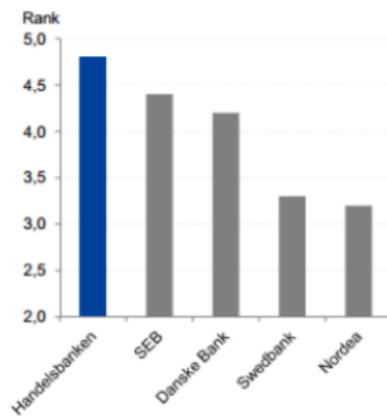
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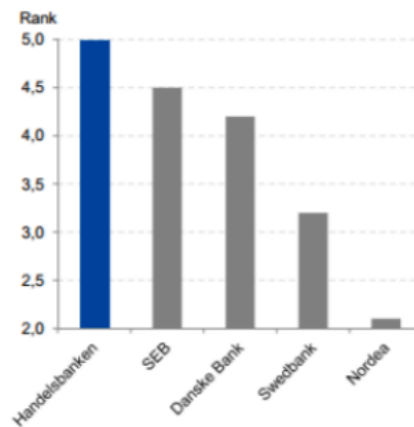
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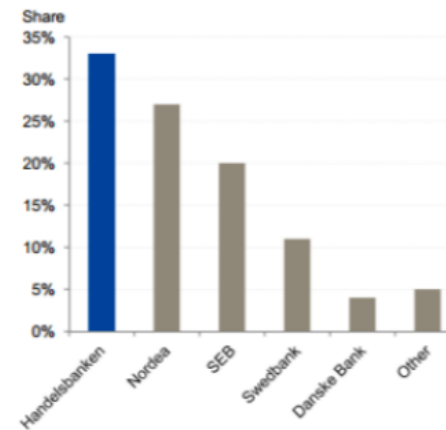
Corporate Bank of the Year



SME Bank of the Year



Biggest on large corporates*



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