



WE SUPPORT



Sustainability Report 2021

www.sos.eu



SOS
INTERNATIONAL

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Statement from the CEO



2021 has been another year affected by the COVID-19 pandemic. The impact on some parts of our business continues to be significant, and many of the employees in SOS International across our Nordic locations have been working from home in varying periods during the year.

The effects of the pandemic on mental health became apparent in 2021. It is widely acknowledged that COVID-19 has led to increase in anxiety and depression. We recognize this development. In the first six months of 2021, we saw an increase in cases involving psychologist assistance in Sweden, Denmark, and Norway. This increase might be COVID-19 related.

Good health and well-being are one of the goals of the UN Sustainable Development Goals (SDGs) that SOS International identifies. We see our work with sustainability as a part of our social responsibility. We have selected six SDGs, which are close to our core business and which we consider valuable guidelines in both the daily operation and the overall strategy.

In 2021, we have continued focusing on how to implement sustainable business practices throughout our organisation. As an example, our Mobility Division continues to reduce the emissions associated with our assistance services by reusing resources and offering green services.

As a part of the strategy for the coming years, there will be focus on embedding the selected Sustainable Development Goals. We believe that sustainability is more important than ever, and we strive to develop new sustainable solutions and ways of providing assistance in dialogue with our customers.

I hope you will enjoy our Sustainability Report 2021.

Jan Sigurdur Christensen
CEO, SOS International

This report has been prepared in accordance with articles 99a and 99b of the Danish Financial Statements Act and complements SOS International's Annual Financial Report.



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

2 Company Overview



SOS International is one of the leading assistance organisations in the Nordic region. From alarm centres in Denmark, Sweden, Norway and Finland, SOS International provides acute assistance all over the world, night and day, all year round.

SOS International offers a wide range of solutions in the form of worldwide medical, travel and roadside assistance as well as healthcare solutions. SOS International secures the value chain on behalf of the customers as a trusted partner and aims to provide the optimal end-user experience while taking the total cost for the customers into account. As a trusted partner quality and compliance are also key parameters.

SOS International has a comprehensive network of qualified suppliers and partners all over the world, and five strategic partner offices in high volume areas. Counting around 1100 employees, SOS International represents 30 nationalities and combined the employees speak more than 37 different languages.

SOS International was established in 1961 and is now owned by 13 of the largest insurance companies in the Nordic. SOS International has a case volume that places the company as one of the largest assistance organisations in the Nordic region.

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A Sustainable Business Conduct

We believe that being an ethically responsible company is the most sustainable way of running a business. This business conduct is guided by the six selected UN Sustainable Development Goals (SDG's) and our three signature areas: People & Health, Climate & Environment and Ethics & Security. Our choice of SDG's, efforts, and ambitions within these areas will be elaborated further throughout this report.

Governance

The choice of SDG's is reviewed annually through our materiality assessment to ensure that we continue to focus on the most relevant issues. In 2021, it was decided to continue focusing on the same six SDG's as last year.

Our approach to the sustainable business conduct is formulated in our overall Company Code of Conduct as well as in our policies and instructions, which our employees undertake to follow every day. Furthermore, we expect our suppliers to comply with the same set of rules which are formulated in our Supplier Code of Conduct.

The Compliance Board of SOS International is responsible for overseeing our governance structure guiding our business conduct. Continuous efforts are made to improve our sustainability impact by implementing sustainable conduct and sustainable ways of working throughout our organisation.



SOS International supports the Sustainable Development Goals

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People & Health

We believe that people increasingly will seek employment in companies with a strong purpose, because we believe that contribution to a strong purpose creates a sense of meaningfulness at work. We are an organisation composed of a long line of dedicated employees who consider that helping people in distress or critical situations is meaningful. Our employees are the essential part of our business and ensuring our employees' well-being is pivotal.

We strive to have a safe and healthy work environment. Naturally, employee health and safety are human rights. It is also evident that the better mental health you have, the more empowered you are to help other people in emergencies and critical situations. Therefore, the mental health and wellbeing of our employees have a direct impact on our services of helping people in need. The opposite will pose a risk both to our employees as well as to our organisation. This is an important part of SOS International's strategic ambition of being a healthy organisation. In 2022, we will work on defining and scoping the proper objectives to support this ambition, including assessing the possibility of using our internal competences and knowledge to develop a healthy work environment.

"It can be psychologically stressful – even professionally – to work in the field of providing care and helping people. Therefore, especially in this field, it is essential to focus on a healthy and constructive work environment. After all, there is a reason why the cabin crew on planes remind you to put your own oxygen mask first before helping someone else."

Robert Jonassen, Chief Psychologist
SOS International

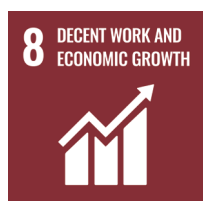


3.8: Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.

3.d: Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.

We support the well-being of our employees through a line of initiatives at both local and group level, by offering, among others, the following benefits to our employees:

- Health insurance
- Training facilities
- Gross salary massage
- Professional advice on workplace ergonomics
- Free first-aid courses
- Healthy food served at our office canteens
- Free flu shots
- Free health checks for all employees working night shifts

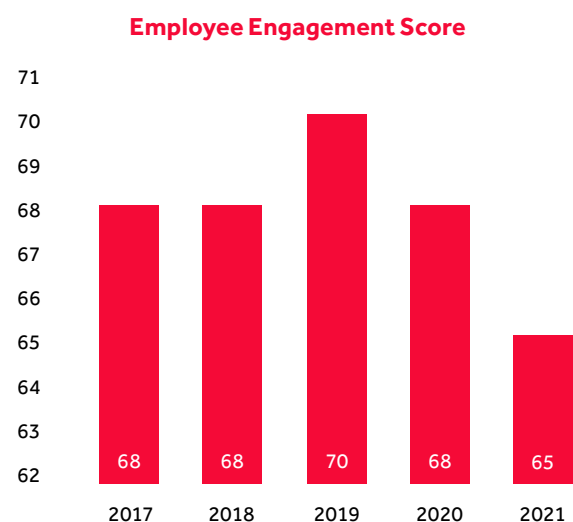


8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

8.8: Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

A drop in job satisfaction as a repercussion of COVID-19

Our strategic ambition of being a healthy organisation is monitored, among others, by our objective of reaching an overall Employee Engagement Score (EES) of 71 by 2025. This year's EES was conducted in September 2021 with an overall score of 65, which was a decrease from a score of 68 in 2020. The result is expected to imply the COVID-19 pandemic with many work-related uncertainties and challenging circumstances.



A very demanding summer with constant changes

As a consequence of COVID-19 pandemic, the work environment during summer in the Travelcare and Mobility Divisions has been very demanding. With constant changes in the COVID-19 restrictions in different countries, the Nordic travellers have encountered difficult situations. Our assistance coordinators have worked diligently in order to find solutions to help travellers in the best way possible.

This uncertainty and constant changes have had an impact on the overall job satisfaction among our affected employees.

It is a top priority for the Group Management to proactively improve employee satisfaction, and all managers are obligated to make action plans based on the results and follow up on them.

Zero tolerance towards harassment and bullying

This year, the EES had a particular focus on whether the employees have experienced harassment or bullying at work by colleagues or external stakeholders. We will not tolerate any acts of harassment or bullying in SOS International.

Our internal guidelines on harassment and bullying were updated in 2021, and in 2022 we will continue building a culture where all employees can and should feel safe about speaking up. This subject will continue being a focus area in 2022.

Inside SOS International



The best of both worlds

*New ways of working in a sustainable
office concept*

In 2021, the SOS International office in Stockholm has gone through a renovation. The renovation was in some parts based on the guidelines of the SOS International office concept. Namely, the renovation was also a pilot project, where the aim was to create a sustainable workspace that both meets the business needs and enhances wellbeing and motivation of our employees.

Sustainability is reflected in the solutions and choices made at the Stockholm office, i.e., eco-labelled paint and the re-use of furniture.

New ways of working

During the pandemic, most of SOS International's employees worked from home. In Stockholm we have started a pilot project where we have taken the learnings from the pandemic into consideration when renovating our office. At the moment, a new task-oriented and flexible way of working is being explored. In practice, this means that employees in Stockholm are offered a combination of working at the office and from home.

The new way of working is supported by different workspace zones: collaboration rooms, silent zones, creative spaces, as well as ordinary meeting rooms. The zones are equipped differently, and employees are encouraged to use the facilities in accordance with the tasks and their roles.

The new vivid office and the new ways of working have been warmly welcomed by our employees. According to the employees, they get the best of both worlds. The pilot project will be evaluated during 2022.

"This mix of work at the office and from home is perfect. You get the best of both worlds."

Employee at the Stockholm office.

About the SOS International office concept

In 2019, a new office concept was rolled out in SOS International. The concept focuses on sustainable solutions and on the well-being of our employees.

As an example, eco-labelled paint is used on surfaces. The aim is both to reduce the negative environmental impact as well as the risk of developing allergies.

A total of four locations of SOS International have been renovated based on some of the guidelines from the office concept. Besides Stockholm, our employees in Gothenburg have also moved into a new and renovated office in 2021. These new premises are centrally located in Gothenburg and have seven inhouse treatment clinics.



Diversity as a business driver

This section constitutes the reporting of SOS International on article §99b of the Danish Financial Statements Act and in accordance with guidelines of the Danish Business Authority.

Diversity enhances greater creativity, better decision making, improved problem solving, inclusive working environment and the ability to deliver the best service possible. We see diversity as a key to our mission of helping people and to run a healthy business, and that a lack of diversity poses a risk to our business.

A diverse management composition is necessary to support and enhance diversity throughout the entire organisation. That is why we have an Equality Policy outlining our efforts on how to ensure equal gender representation among our Board of Directors and management levels. These principles are implemented throughout the organisation, e.g., in the recruitment processes, and supported by related objectives on the gender composition among the management levels. In 2021, we reached our target among our Board of Directors, as women now account for 42 % of the Board of Directors of SOS International.



5.5: Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

Definition of sustainable management post COVID-19

In 2022, we will work on defining what sustainable management is to SOS International, and how it should play a strategic role in our organisation in the future. Sustainable management is more relevant than ever after the COVID-19 pandemic, as the pandemic has had several implications on our ways of working. We wish to take learnings from this period and implement them into our future ways of working.

Two topics will be addressed: 1) How to support employees the best way possible, and 2) How to support leaders in the balance between distance management and onsite management.

An internal working group has been appointed to define a concept for our new ways of working, and this work will continue in 2022.

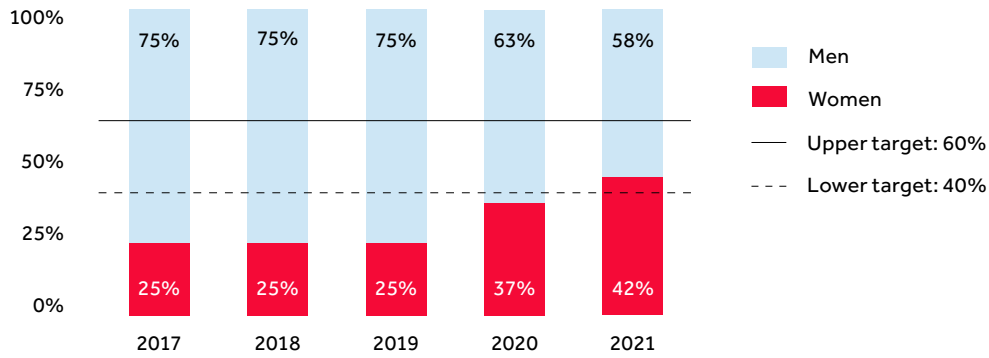
In our Equality Policy, it is stated that "Diversity among the employees is regarded as essential to the success of our business."

At SOS International, we support the UN Global Compact principles on labour:

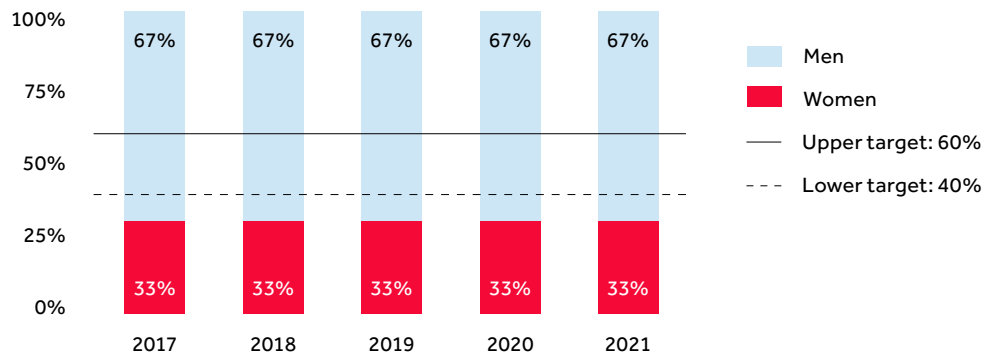
- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labour;
- Principle 5: the effective abolition of child labour; and
- Principle 6: the elimination of discrimination in respect of employment and occupation.

Our targets and latest results related to our Gender Equality Policy

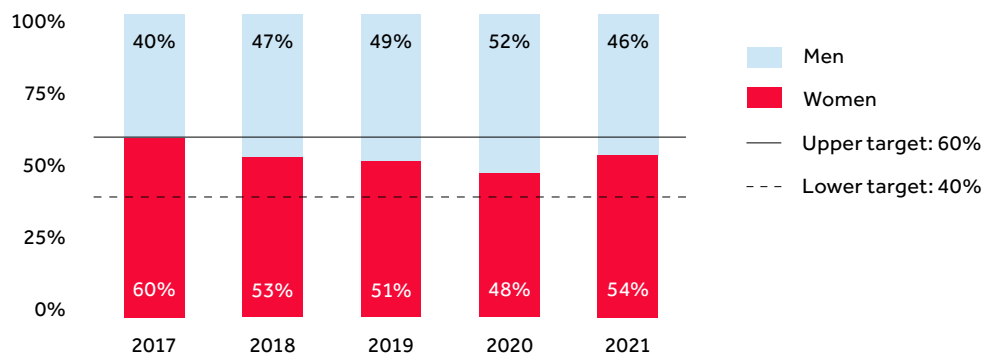
Level 0: Board of Directors

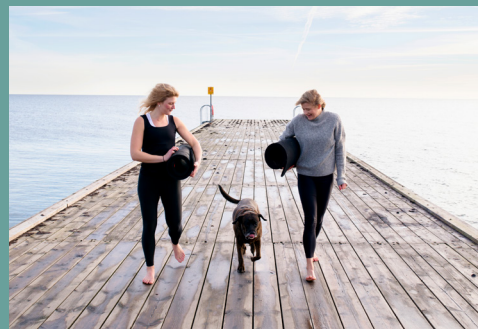


Level 1: Group Management



Level 2-4: Other managers





Psychological therapy increases the well-being

*Helping people through soft values
and hard data*

The focus on mental health is crucial in our ever-changing world – especially in the repercussion of the COVID-19 pandemic. At SOS International, we measure the effect of our psychological therapy.

Delivering psychological counselling is a key service in our Healthcare Division and in our effort of helping people. During the pandemic, we have experienced an increase in cases of clients seeking help from a psychologist. In particular, the number of enquiries due to anxiety and depression has increased significantly.

At SOS International, we do our best to measure the effect of our psychological therapy. For example, we have implemented an effect measurement tool that – on a pilot basis – allows us to measure both the effect of the therapy and the client's level of satisfaction with SOS International.

Improved well-being

Since the introduction of the current effect measurement tool in 2020, 500 clients have voluntarily responded. The results show that, on average, psychological therapy improves clients' well-being by 60 percent.

Having a tool enables us to ensure a high quality in our services. It is also important to us that the effect measurement tool we use provides us with an assessment that is as objective as possible.

About the effect measurement tool

SOS International's effect measurement tool is based on the WHO well-being index, the so-called WHO5 chart. The questions are adapted by SOS International and, based on the answers, both the individual psychologist and the service provided by SOS International are assessed.

Clients who receive psychological counselling are asked to complete a questionnaire both before and after the therapy. The questionnaire provides an insight into their pre-therapy condition as well as the extent to which the client has "made progress" because of the therapy.





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Climate & Environment

In 2021, we have witnessed several extreme weather phenomena across the world while heat records have been broken. In the IPCC report Climate Change 2021: The Physical Science Basis from August 2021, it was underlined that these weather phenomena are related to climate change.

The climate change poses a risk to our company and the society in general. We know that we have an obligation to do what we can to minimise our negative impact on the climate as well as the environment. This is done, among others, by decreasing our carbon emissions and by minimising our use of natural resources.



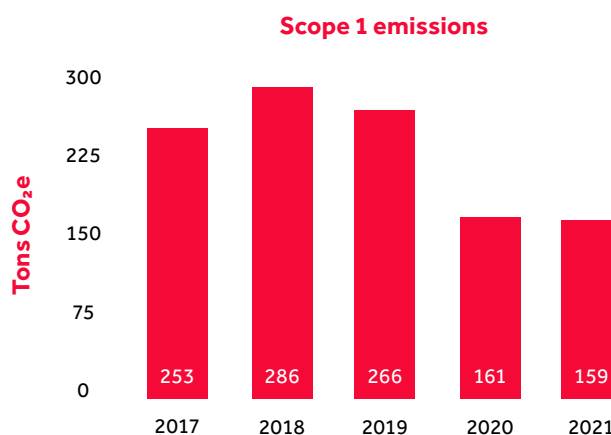
12.2: By 2030, achieve the sustainable management and efficient use of natural resources.
12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.

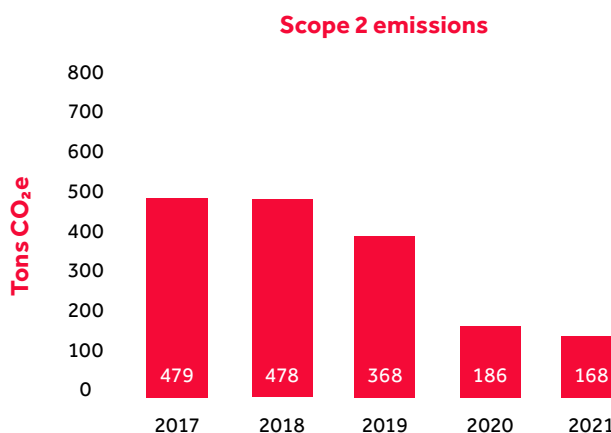


13.3: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

In 2021, our greenhouse gas emissions in scope 1 decreased by 1%.



Scope 2 decreased by 27%.

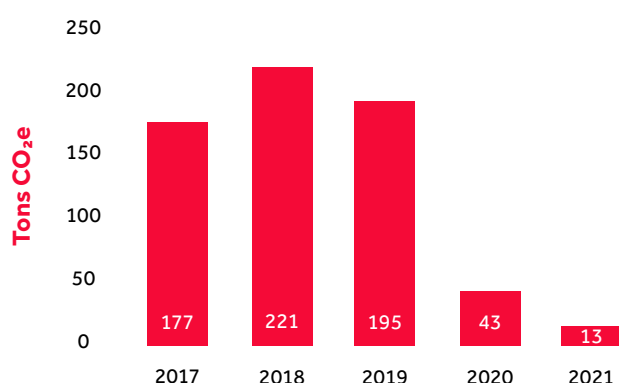


Business travel activities have been unusually low in both 2020 and in 2021. In 2021 emissions from business travel (Scope 3) further decreased by 70%. As we have learned to use new digital meeting solutions following the extensive use of video conference calls in the past two years, it is likely that this development may contribute to a reduction in business travels in the coming years compared to 2019.

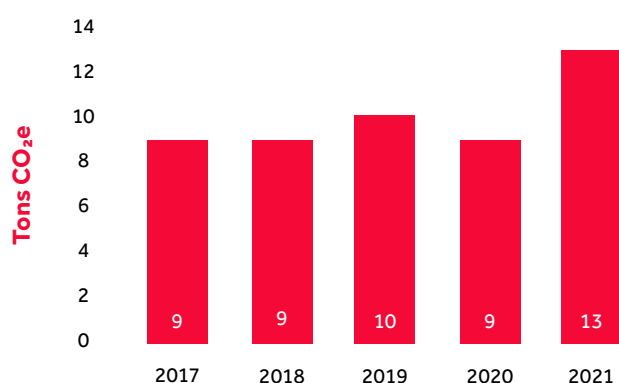
An increase in the use of resources

In 2021, we engaged in the public COVID-19 rapid test activities and offered free rapid tests to our employees in Copenhagen. This produced a high level of residual waste, which must be handled in a specific manner and hence, is not allowed to be recycled. This meant that our greenhouse gas emissions from residual waste increased by 44% and our recycling percentage decreased by 33% in 2021 compared to 2020.

Scope 3 emissions – business travel



Scope 3 emissions – waste



In 2021 we did not reach our ambition of defining measurable targets and expanding our scope 3. We will work on succeeding with this in 2022 in order to mitigate the risk of having a negative impact on the climate as well as the environment.

Green services

In our Mobility Division, we work on improving our positive impact through our services. This is in line with our ISO 14001 certification on Environmental Management. Whenever possible, we assist people over the phone instead of sending out a towing vehicle. Our employees at the alarm centres have in 2021 been trained further in how to assist owners of electrical cars.

In 2021, this green service helped us save 230,1 tons of greenhouse gas emissions (CO₂e). Furthermore, we use well-functioning, but used spare tires instead of new spare tires, and thereby reuse resources that otherwise would have gone to waste.

In our Healthcare Division, we have continued to see an increase in the number of distance treatments. This entails that people can receive physiotherapy treatments or psychology counselling via our video conference system rather than having to drive to a therapist. This means saving kilometres driven on the road and thereby also greenhouse gas emissions saved. Using this type of digital tool requires specific competences among our counsellors, e.g., because it becomes more difficult to read body language and facial expressions. Distance treatment works very well for some patients, who for example might feel more comfortable sitting in their own home or who find it easier not having to drive to get treatment, while others prefer and choose face-to-face treatment sessions.

Ridesharing

In 2021, the Mobility Division in Sweden started a pilot project, where ridesharing was offered as an alternative to rental cars. Instead of waiting for a rental car, it is now possible to ride with someone who is going in the same direction.

Ridesharing has also become an option for our employees commuting to our office in Aarhus by using a commuting app. Ridesharing contributes to fewer greenhouse gas emissions as well as fewer cars on the road at the usual peak hours.

Climate Days

Climate Days is a reoccurring annual event at SOS International dedicated to the climate.

This year, Climate Days was conducted digitally due to COVID-19 restrictions. The purpose was to increase awareness on how we in SOS International focus on reducing our negative climate impact. Also, tips and tricks were shared on how we as private consumers can contribute to improving our positive impact on our everyday life.

In our Environmental Strategy it is stated that “In SOS, we strive to continually enhance our environmental management system and overall environmental performance”

At SOS International, we support the UN Global Compact principles on Environment:

- Principle 7: Businesses should support a precautionary approach to environmental challenges;
 - Principle 8: undertake initiatives to promote greater environmental responsibility; and
 - Principle 9: encourage the development and diffusion of environmentally friendly technologies.
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Roadside assistance on two wheels

*How to help motorists quickly
and sustainably*

In the streets of Copenhagen, two electric roadside assistance bicycles efficiently skip the heavy traffic to help unlucky motorists.

The electric bicycles are a climate-conscious alternative to the traditional roadside assistance vehicles and meet our need for moving through heavy traffic more quickly.

In 2021, our Danish network SOS Dansk Autohjælp purchased two electric carrier bicycles. The customized bicycles hold enough equipment to provide the most common roadside assistance, i.e., tire plugging, jumpstart, wheel change, and opening of doors.

Outpacing the service cars

The roadside assistance bicycles have proven to be efficient. After six months of operating in the Danish capital, the bicycles have handled more assistances per shift than our roadside assistance service cars have on days with heavy traffic.

During the first six months, the electric bicycles have driven 2370 kilometers.

SOS International is investigating purchasing more bicycles for the Danish capital area.

Facts about the bicycles

- An electric bicycle covers a range of 100 kilometers on one charge
- Six trained roadside assistance workers have attended a course in operating the bicycles
- Once loaded with equipment, each bicycle will weigh approx. 150 kg
- The roadside assistance bicycles can provide assistance with, among others, the following assistance services: emergency tire repairs, wheel change, opening of doors, covering of windows and starting aid for both 12 and 24 Volt.



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Ethics & Security

At SOS International, the protection of personal data and information security are vital parts of being an ethically responsible and sustainable business. Furthermore, we support the notion that the right to privacy is a human right.

In our daily operations in contact with consumers, we handle a long line of personal data. It is of utmost importance that these are processed and stored in a safe environment. To reduce the risk of data and information being breached both from inside our organisation as well as from external sources, policies and instructions on information security as well as privacy management are parts of our internal awareness training programme.

SOS International has identified the UN Sustainable Development Goal 16: Peace, Justice and Strong Institutions as a goal that can support and guide our work on mitigating the risk of bribery and corruption as well as the risk of data breaches.



16.5: Substantially reduce corruption and bribery in all their forms.

16.6: Develop effective, accountable and transparent institutions at all levels.

Our Information Security and Privacy Code of Conduct and Policy on Information Security are a subset of our overall Policy on Data Ethics.

For an elaboration on our Data Ethics Policy, please see our website:
www.sos.eu/en/who-we-are/compliance/#dataethics

Data Deletion Day

An important part of the internal awareness training includes maintaining a culture where we only store the data we need. This is important from a data protection and information security perspective as well as from an energy consumption perspective.

In 2021, we kicked off Data Deletion Day at SOS International. On this day, we had extra focus on data deletion, and all employees had to prioritise cleaning up the data they no longer needed. Several gigabytes of data were deleted, and we plan to make this a reoccurring event in SOS International.

Our continuous efforts and high level of security are underlined by our certifications in ISO 27001 on Information Security as well as the extension of ISO 27701 on Privacy Management.



In our Information Security and Privacy Code of Conduct it is stated that "At SOS International, a process is in place in case of any occurrence of data breach. This process is aligned throughout the entire SOS International organisation and ensures that all data breach responses are handled in a timely manner by authorised and skilled personnel."

Zero tolerance towards fraud and corruption

At SOS International, we have a zero tolerance towards any acts of fraud, corruption, or bribery. To reduce the risk of actions like these both within our organisation as well as by third-party stakeholders engaged in business with SOS International, our policy on these matters is formulated in our Supplier Code of Conduct, Company Code of Conduct and clarified in several other policies, which guide our employees and suppliers on how to act compliantly. As a result of this focus, all gifts and representation exceeding a worth of DKK 500 given to, or received by our employees must be approved by the immediate manager and registered by our compliance department.

Furthermore, information on how to act compliantly in relation to fraud, corruption, or bribery is included in our internal awareness training programme.

In 2021, we have continued our focus on fraud prevention. A new case handling system has been implemented in our Travelcare Division and various control measures have been put in place in order to mitigate the risk of fraud, such as second approval outside the operating team in our claims handling process.

In our Policy on Sponsorships and Donations, it is stated that: "In general, sponsorships and donations shall be evaluated according to the contents of the sponsorship and the derived collaboration opportunities for SOS International and the sponsored partner."

Performance data

	Related SDG	Change from previous year	Unit	2021	2020	2019	2018	2017
Gender diversity Board of Directors (women)	5.5	14 %	%	42	37	25	25	25
Gender diversity GM (women)	5.5	0 %	%	33	33	33	33	33
Gender diversity other managers (2-4)	5.5	13 %	%	54	48	51	53	60
Gender diversity new hires (women)	8.5	-15 %	%	50 ^a	59	54	56	60
Employee engagement	8.5	-4 %	%	65	68	70	68	68
CO₂e Scope 1	12.2, 13.3	-1 %	Tons CO ₂ e	159	161	266	286	253
CO₂e Scope 2	12.2, 13.3	-27 %	Tons CO ₂ e	168	186*	368*	478*	479*
CO₂e business travel (scope 3)	12.2, 13.3	-70 %	Tons CO ₂ e	13 ^b	43	195	221	177
CO₂e waste (scope 3)	12.2, 12.5, 13.3	44 %	Tons CO ₂ e	13	9	10	9	9
Recycling (%)	12.5	-33 %	%	28	42	40	31	23
Water	12.2	9 %	m3	3.863	3.654*	8.098**	9.238**	90.95**
Energy	12.2, 13.3	-4 %	MWh	2.530	2.693**	2.665*	2.762*	2.729*
Video consultations	12.2, 13.3	84%	#	6.213	3.375	462	–	–

In line with the GHG Protocol principle of completeness, data have been extrapolated in cases where it has not been able to retrieve it. The extrapolated data are based on a benchmark of known employee ratios from other SOS International office locations. The extrapolation percentage (based on amount of CO₂e emissions) is as follows for each scope:

	2021	2020	2019	2018	2017
Scope 1	0%	0 %	0 %	0 %	0 %
Scope 2	8%	11 %	20 %	21 %	36 %
Scope 3 business travel	3%	0 %	59 %	59 %	59 %
Scope 3 waste	34%	27 %	38 %	36 %	52 %

The CO₂e emissions inventory has been conducted in accordance with the financial control approach.

^aAdditional 12% are of unknown gender

^b km driven in rentals is not included, as data was not available

* Changes in the energy consumption and CO₂e emissions have been retroactively changed due to lack of information from our energy supplier at our Aarhus office and due to sudden loss of access to

consumption data at our Gothenburg office. - The heating and water consumption at the office in Aarhus has been changed retroactively due to lack of information from the supplier - In 2021, we got access to data on our actual electricity consumption at our Gothenburg office from 2019 and onwards. This means that the extrapolated consumption in 2019 and 2020 has been changed retroactively to our actual consumption

**This calculation has been changed due to an error in the 2020 report

Data sources

	CO ₂ e factor sources	Consumption data sources
Scope 1		
Diesel	Danish Technological Institute (gronberegner.dk)	Liters consumed
Scope 2		
Electricity		
Copenhagen N6	Energinet	Electricity consumption
Copenhagen N10	Energinet	Electricity consumption
Aarhus (electricity and cooling)	Energinet	Heating runs on electricity, and it is not possible to separate the two. Electricity consumption
Gothenburg	2017-2018: See 'consumption data sources' 2019-2021: Göteborg Energi (our supplier)	2017-2018: Estimation of CO ₂ e emitted based on a benchmark of known employee ratio from other SOS International office locations 2019-2021: Electricity consumption as informed by our supplier
Stockholm	2017: See 'consumption data sources' 2018-2019: Energinet (Copenhagen factor) 2020-2021: E.ON (our supplier)	2017-2019: Estimation of CO ₂ e emitted based on a benchmark of known employee ratio from other SOS International office locations 2020-2021: Electricity consumption as informed by our supplier
Oslo	2017-2019: See 'consumption data sources' 2020: Norwegian Water Resources and Energy Directorate	2017-2019: Estimation of CO ₂ e emitted based on a benchmark of known employee ratio from other SOS International office locations 2020: Electricity consumption as informed by our supplier
Oslo station (electricity and heating)	2017-2019: Energinet (Copenhagen factor) 2020: Norwegian Water Resources and Energy Directorate	Heating runs on electricity and it is not possible to separate the two. 2017: Estimation of electricity and heating consumed based on the average annual percentual reduction from 2018 to 2020. 2018-2021: Electricity consumption as informed by our supplier
Helsinki	2016-2018: See 'consumption data sources' 2019-2020: Energinet (Copenhagen factor)	2017-2018: Estimation of CO ₂ e emitted based on a benchmark of known employee ratio from other SOS International office locations 2019-2021: Electricity consumption as informed by our supplier

Scope 2 (continued)**Heating**

Copenhagen N6	Fjernvarme Miljønetværk Hovedstaden	Heating consumption
Copenhagen N10	See 'consumption data sources'	Estimation of heating consumed based on a benchmark of known employee ratio from other SOS International office locations
Aarhus	2017-2019: See 'consumption data sources' 2020-2021: AffaldVarme	2016-2019: Estimation of heating consumed based on a benchmark of known employee ratio from other SOS International office locations 2020-2021: Heating consumption as informed by our supplier
Gothenburg	Göteborg Energi (our supplier)	Estimation of CO ₂ e emitted based on a benchmark of known employee ratio from other SOS International office locations
Stockholm	See 'consumption data sources'	Estimation of CO ₂ e emitted based on a benchmark of known employee ratio from other SOS International office locations
Oslo	2017-2019: See 'consumption data sources' 2020-2021: Oslofjord Varme (our supplier)	2017-2019: Estimation of CO ₂ e emitted based on a benchmark of known employee ratio from other SOS International office locations 2020-2021: Heating consumed as informed by our supplier
Helsinki	See 'consumption data sources'	Estimation of CO ₂ e emitted based on a benchmark of known employee ratio from other SOS International office locations
Oslo Station	Oslofjord Varme (our supplier)	

Cooling

Aarhus	See 'Electricity for Aarhus'	
Oslo	Oslofjord Varme (our supplier)	Cooling consumption as informed by our supplier
Gothenburg	2017-2019: See 'consumption data sources' 2020-2021: Göteborg Energi (our supplier)	2017-2019: No cooling 2020-2021: Cooling consumption

Gas

Copenhagen N6	Frederiksberg Forsyning (their CO ₂ factor because HOFOR has informed us that there are only immaterial contributions besides from the direct emissions)	Gas consumption
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	CO ₂ e factor sources	Consumption data sources
Scope 3		
Flights	Chalmers University of Technology (flightemissionmap.org)	Kilometers flown informed by travel agent and estimated kilometers flown calculated using flightemissionsmap.org
Taxis	2017-2019: See 'consumption data sources' 2020: UK Department for Environment, Food and Rural Affairs 2021: UK Department for Business, Energy & Industrial Strategy	Kilometers driven is estimated based on a sample of receipts showing price per kilometer
Private cars	2017-2019: See 'consumption data sources' 2020: UK Department for Environment, Food and Rural Affairs 2021: UK Department for Business, Energy & Industrial Strategy	Kilometers driven based on distance between starting address and final destination.
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Residual waste		
Copenhagen N6	The Danish Business Authority's "Klimakompasset"	Kilograms and liters of recycled and residual waste, respectively, informed by our supplier
Copenhagen N10	The Danish Business Authority's "Klimakompasset"	Kilograms and liters of recycled and residual waste, respectively, informed by our supplier
Aarhus	The Danish Business Authority's "Klimakompasset"	Waste volume: Estimation based on a benchmark of known employee ratio from other SOS International office locations. Recycling percentage: An average percentage of recycled waste from known data
Gothenburg	The Danish Business Authority's "Klimakompasset"	Waste volume: Estimation based on a benchmark of known employee ratio from other SOS International office locations. Recycling percentage: An average percentage of recycled waste from known data
Stockholm	The Danish Business Authority's "Klimakompasset"	2017: Waste volume: Estimation based on a benchmark of known employee ratio from other SOS International office locations. Recycling percentage: An average percentage of recycled waste from known data 2018-2020: Kilograms of recycled and residual waste, respectively, informed by our supplier
Oslo	The Danish Business Authority's "Klimakompasset"	2017-2019: Waste volume: Estimation based on a benchmark of known employee ratio from other SOS International office locations. Recycling percentage: An average percentage of recycled waste from known data 2020-2021: Kilograms of recycled and residual waste, respectively, informed by our supplier
Helsinki	The Danish Business Authority's "Klimakompasset"	Waste volume: Estimation based on a benchmark of known employee ratio from other SOS International office locations. Recycling percentage: An average percentage of recycled waste from known data





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