



WE SUPPORT



# Sustainability Report 2022

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**SOS**  
INTERNATIONAL



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UN GLOBAL COMPACT  
COMMUNICATION ON PROGRESS

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.

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.

# We help people



## A statement from the CEO

ESG is a major topic these years and both as CEO and personally I am engaged in the many different aspects of ESG. The E in the Environmental focus attracts much attention in our society. But the S also deserves a lot of attention, and I strongly believe that sustainability is also about helping people. And in a nutshell, helping people is SOS International's purpose in society.

Through our three operating branches, Travelcare, Mobility, and Healthcare, we make a difference for people when they are in need. When disaster hits on holiday, when the car breaks down in the middle of nowhere or when the need for psychological or physiotherapeutic help is evident, we are the guiding, helping hand. With our caring services, we make sure that people get well on their way.

During the past year, we have continued to bring that helping mindset into everything we do. Whether it be helping each other sorting waste or electrifying our fleet. We support the Ten principles of the UN Global Compact and our business conduct is guided by six selected Sustainable Development Goals in three signature areas: People & Health, Climate & Environment and Ethics & Security.

In 2022, we made a special effort to share our experience with micromobility. In September, the Danish Minister for Transport paid us a visit to learn more about our use of bicycles for roadside assistance. And at the Danish Climate Public Meeting in Middelfart, I was invited to participate in a debate on alternative and more sustainable means of transport in the business sector. SOS Dansk Autohjælp purchased two electric roadside assistance bicycles in 2020 and we have since gathered valuable experience about

using bicycles when we deliver roadside assistance. We are now ready to extend our use of roadside assistance bicycles and have purchased new bicycles for the Danish network meaning that it will become a nationwide service in 2023. Norway is the leading country in the Nordics when it comes to electric cars. Therefore, it was only natural that Oslo was the first of our locations to purchase electric service vehicles. Our customers expect sustainable roadside assistance, and we can now meet their expectations. The electric service vehicles have been a while in the making, but now we see that the technology and performance of electric vehicles allows us to provide our services with the same high quality in a more sustainable way. I look forward to gaining further insight on the pros and cons in 2023.

As we see more and more electric cars on the roads, we also experience an increase in cases that can be handled by our service called Help on Phone. Many of the issues on electric cars can be solved in dialogue with experienced technical support over the phone. When we help motorists via Help on Phone, we save time for the customer and at the same time we save the environment from CO<sub>2</sub>.

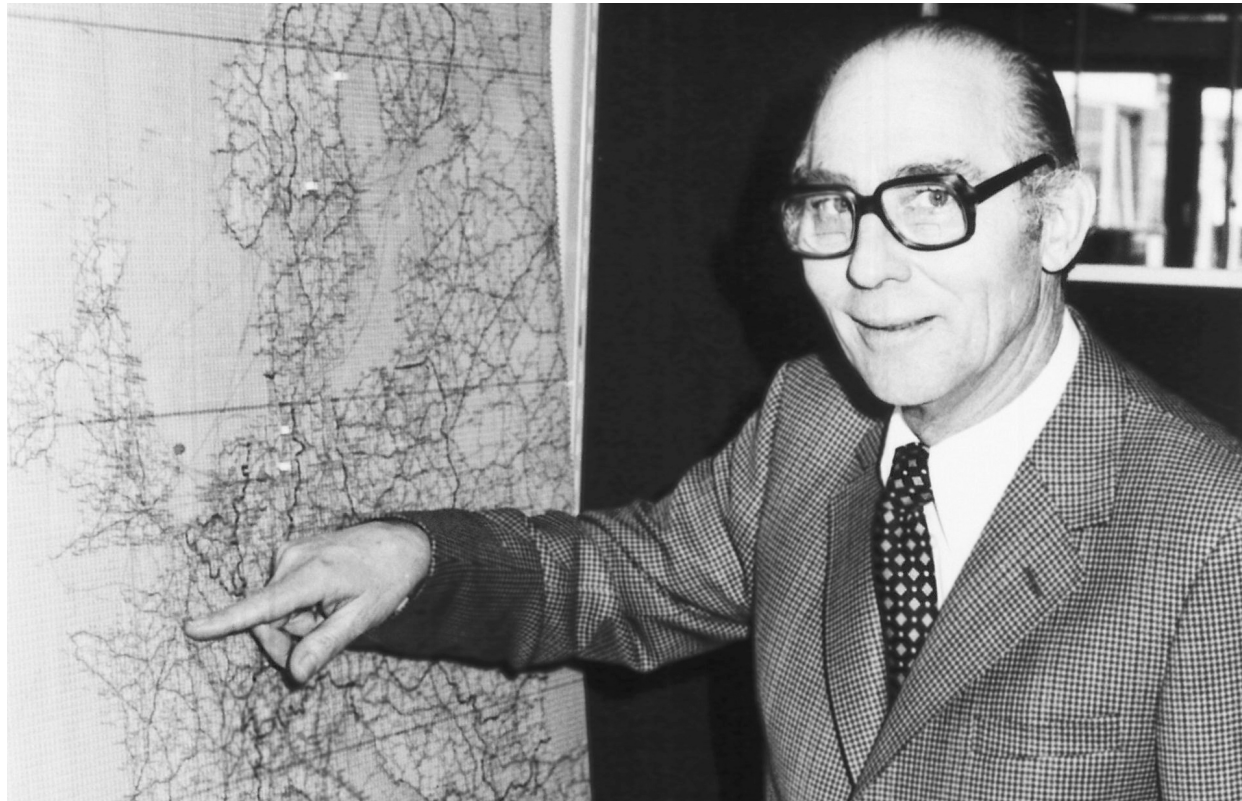
Diversity among employees is essential to the success of our business. Indeed, it is specifically stated in our equality policy. Thus, I am proud to say that for the first time, SOS International reached its diversity targets on all levels of management. Simultaneously, we are continuing our work on safeguarding human rights and decent working conditions not only at SOS International but throughout our supply chain. Again, it is when we help each other through partnerships, that the world really changes for the better. This work has been catapulted by the Norwegian Transparency Act which is being implemented in our organisation all the way through to board level and has further accelerated our focus in this area.

These are just a few examples of the work we do to make a positive impact on our world. Why? Because it's in our DNA. We help people. It's as simple as that.

I hope you will enjoy reading our sustainability report for 2022.

Jan Sigurdur Christensen  
CEO, SOS International

## A global presence with a royal past



### Company overview

Founded in 1961 by the Royal Danish Automobile Club and the Zone Rescue Team, SOS International has a global presence with strong Nordic roots. From our alarm centres in Denmark, Sweden, Norway, and Finland, we provide assistance all day every day within our three operating branches: Mobility, Travelcare, and Healthcare.

At SOS International, we are around 1.200 colleagues who speak more than 37 different languages. Diversity helps us connect with people when they are most in need and provide assistance tailored to their situation. We do that through our comprehensive network of more than 16.500 qualified suppliers, providers, and partners. In an ever more globalised world, the once far regions of the planet are fast becoming easier to reach.

Being owned by some of the largest insurance companies in the Nordic region, SOS International has a unique position in securing the value chain on behalf of our customers. We are our customers' trusted partner in doing what we do best: helping people.

We welcome the fact that both our customers and end-users have high demands when it comes to quality and compliance, and we work continuously to improve business practices. Being one of the largest assistance organisations in the Nordics means stepping forward as an industry leader, guiding our partners along the way. We do that with pride. Everyday.

## Being a responsible company

### What sustainable business means to us

There is no getting around the fact that ESG is part of the licence to operate, now and in the future. We believe that being an ethically responsible company is the most sustainable way of running a business.

Our business conduct is guided by the UN Sustainable Development Goals (SDGs) reflected in our work on sustainable economic, social, and corporate governance. Through a materiality assessment, we identified six SDGs as areas of particular importance to our business.

We believe that it is within these six areas that SOS International can have the largest impact. We reassessed the areas in 2022 to ensure that we continue to focus on the most relevant areas.

In our efforts and in this report, the goals have been grouped into three signature areas: Climate & Environment, People & Health, and Ethics & Security. These also cover the Global Compact's Ten principles within human rights, labour, environment, and anti-corruption. In the following pages, we will cover SOS International's progress in each of these areas.



SOS International supports the Sustainable Development Goals

SOS International's Company Code of Conduct is the overarching policy guiding our sustainable business conduct. A host of other relevant policies and instructions complement the Code of Conduct and guide our employees' actions every day. Furthermore, we expect our suppliers to comply with the same set of rules as outlined in our Supplier Code of Conduct.

The SOS International Compliance Board oversees the governance structures that guide our business conduct. SOS International makes continuous efforts to improve its sustainability impact and implementation of sustainable and compliant conducts and policies.



# Climate & Environment

Again in 2022 we were reminded that climate change poses a risk to our company and society in general. We know there is a risk of greenhouse gas emissions in relation to our operations within travelcare, mobility and healthcare. Thus, it is our obligation to adopt sustainable business practices that mitigate these risks.



12.2 By 2030, achieve sustainable management and efficient use of natural resources

12.5 By 2030, sustainably 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.



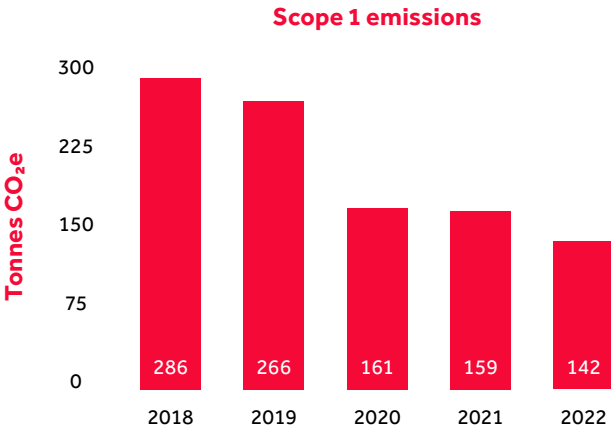
13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

## Greenhouse gas emissions

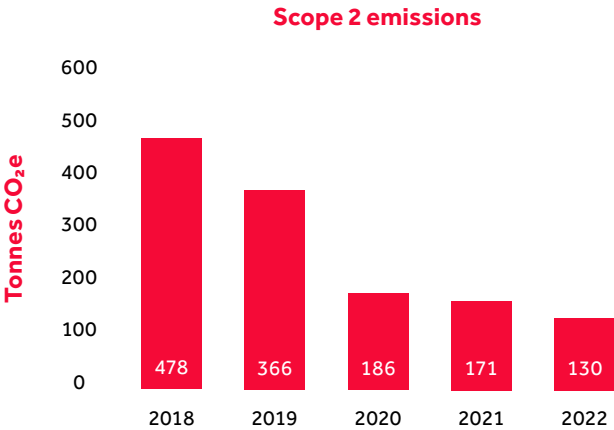
The Greenhouse Gas Protocol Corporate Standard was implemented in SOS International's green accounts in 2020 and we continued our efforts to improve the data foundation in 2022.

The overarching target is to improve our climate impact by reducing greenhouse gas emissions, reducing the use of resources and recycling waste. Our efforts are outlined in our Environmental Strategy, Travel Policy as well as the Environmental Strategy specific to the Mobility division, which is ISO 14001 certified within Environmental Management. However, the efforts extend beyond the division and apply to the entire of SOS International organisation.

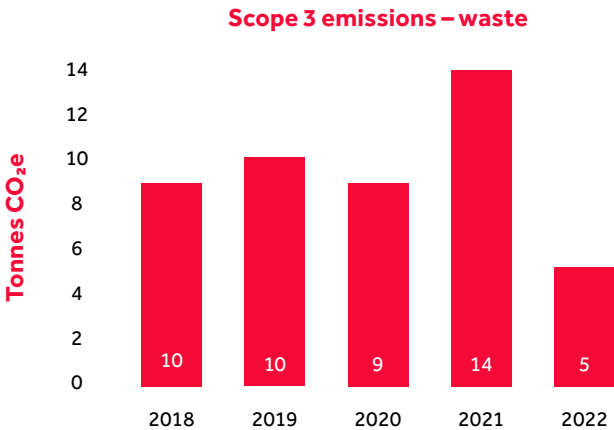
Relevant reporting on greenhouse gas emissions has three scopes within SOS International. For better transparency and comparability, data is converted to CO<sub>2</sub> equivalents. Please refer to the 'Data Sources' section of the report for information on the origin of data included in the scopes.



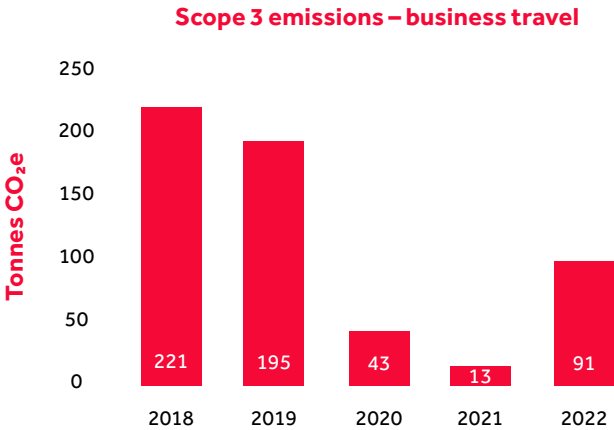
This scope includes emissions by roadside assistance vehicles at our station in Oslo, which is the only towing station owned by SOS International. In 2022, scope 1 emissions decreased by 11 % which is explained by the implementation of two electrical vehicles and some use of external drives.



This scope includes emissions from electricity, gas, heating, and cooling consumed by SOS International. We are happy to report further reductions in 2022, some of which can be contributed to lower CO<sub>2</sub> equivalent factors from our suppliers who are transitioning to sustainable energy sources.



This scope includes emissions related to residual waste from our six offices. In 2022 we did not succeed in defining measurable targets and expanding our scope 3 measurement. We will continue our efforts in 2023 to mitigate the risk of having a negative impact on the climate and the environment. However, we saw a decrease in waste emissions when comparing to 2021. This is primarily caused by the Copenhagen office switching to a waste handling supplier measuring exact waste amounts rather than assuming containers to be full when picked up. Also, when compared to 2021 we no longer saw large amounts of residual waste related to Covid-19 measures.



2022 marked a return for business travel after a strong reduction due to the Covid-19 pandemic. However, when comparing to pre-Covid-conditions in 2019, we saw a decrease in business travel emissions this year. That is even more impressive bearing in mind that some necessary trips had been postponed to 2022 and that four out of six members of the SOS International general management joined SOS International this year and needed to visit our offices. Thus, we have managed to keep our focus on reducing emissions from business travel. We will continue to use our experiences from working during lockdown to implement online meetings whenever possible to keep business travel emissions to a minimum.





**SOS International’s CEO spoke at the Danish Climate Public Meeting**

In 2022, our CEO took part in the Danish Climate Public Meeting on environmental issues. On a panel including, among others, the Danish Minister for Transport, SOS International was invited to showcase our efforts in using electrical bicycles for roadside assistance. We are pleased to join the conversation and take part in the progress towards sustainable practices within our line of work.

This is in line with our work on Climate & Environment, the UN Sustainable Development Goals 12 and 13 and the related targets. These goals support our efforts to mitigate the risk of having a negative impact on the climate and the environment.

The electrical cargo bikes are a focal point for SOS International, as they can quickly and sustainably cover densely populated urban areas, giving much needed support. As part of striving for change, we were also delighted to invite the Danish Minister for Transport for a ride to see for herself how the bicycles work.



Trine Bramsen, Danish Minister for Transport in 2022, tries out SOS International’s electrical bicycles.

**Electrifying our Oslo Station fleet**

Electrical vehicles contribute to SOS International’s commitment to find more solutions to climate challenges. One difficulty when it comes to electrifying our fleet is that SOS International provides road assistance to isolated areas meaning that vehicles need sufficient range. Also, roadside assistance needs to carry heavy equipment, further reducing range. These factors combined mean that the technology is only now maturing to a point where we can provide the highquality service expected from us.

Despite many challenges, the Mobility Division in Norway started a roll-out in 2022 with two electrical road assistance vehicles covering the Norwegian capital and adjacent municipalities. With a range of 360 kilometres, the electrical service vehicles were well received by our assistance workers. Going forward we will use the experience of this roll-out in our continued work on electrification.



Along with the increase in sales of electric cars comes the need for a solution for cars that run out of power without a charger nearby. SOS Dansk Autohjælp has purchased transportable chargers: “There is increasing demand, and we have ambitions to maintain our position at the forefront of Roadside Assistance for electric cars”.

– Jan Bøjstrup Christensen, Commercial Director, Mobility Division, Denmark.



# People & Health

**SOS International is nothing without Julia, Martin, Marie, Carsten, Linda, Andreas, Tuulia, Håkon, Christine, John ...**

...and the rest of the almost 1.200 employees that make us who we are. At SOS International, we believe that it's the people that make the business and we have a strong focus on ensuring good working conditions for all our employees. We're in the business of helping people and that strong purpose resonates throughout our organisation.

The UN Good Health and Well-being SDG guides our work in this area. To show our continued commitment to the importance of human resources, the top management group (GM) was expanded in 2022 and now includes a position as Executive Vice President (EVP) of People, Culture & Communication. In this way we ensure that good health and well-being are a priority at the very top of SOS International.

We believe that the good health and well-being of our employees are crucial, not least as their jobs revolve around helping people, and we support our employees with a range of local and group level offerings. These not only improve job satisfaction but providing easy access to healthcare services also reduces sick leave, mitigating the risk of stress. Our benefits include but are not limited to (depending on location):

- Health insurance
- Gym facilities
- Massage treatment under the gross salary scheme
- Professional advice on workplace ergonomics
- First aid course
- Healthy food served at office canteens
- Free flu shots
- Free health checks for all employees working night shifts

The UN SDG no. 3 is very important in our efforts to improve conditions for our employees. We have identified three targets of particular importance in mitigating the risk of employee injury, illness, turnover rate and loss of knowledge.



**3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.**

**3.8 Achieve universal health coverage, including financial risk protection, access to quality essential healthcare 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.**

## Employee engagement takes a leap forward

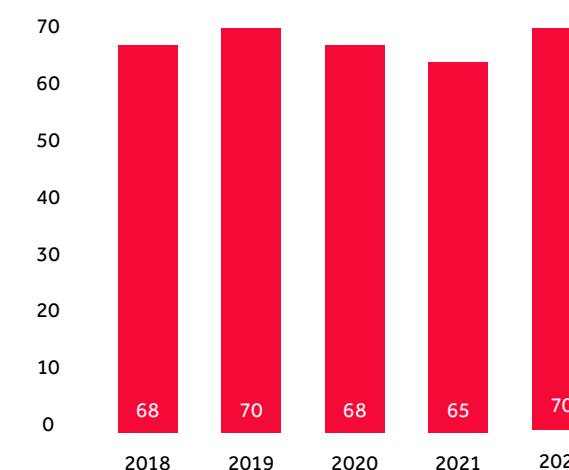
In 2022 we witnessed how Covid-19 and high inflation affected travel patterns with indirect impact on SOS International's business. It created a demand for agility from our skilled assistance coordinators, processing uncertainties as well as rapid surges in especially the Mobility and Travelcare Division. However, 2022 also saw Covid restrictions being lifted and a return to normal slowly descended on our organisation. We were able to come into the office more and the overall Employee Engagement Score (EES) reflects this transition.

In 2022, 84% of our employees participated in the EES questionnaire, providing a solid foundation for understanding the work environment on an aggregated level. The overall EES score increased by 5 points from 65 to 70 when comparing to 2021, reflecting an increase in employee satisfaction and motivation.

Not only did we see an increase in satisfaction, but we also saw an increase in employee loyalty with 3 points from 72 to 75 comparing to 2021.

In 2023, we will continue our efforts to provide a healthy and safe work environment for and with our employees and we believe that we are well on our way to reaching our goal of 71 in the overall EES score by 2025.

Employee Engagement Score



Diversity, inclusion, and equal opportunity

Ensuring a diverse, equal, and inclusive workplace is a top priority for SOS International. We believe that diversity enhances creativity, decision making, problem solving as well as provides an inclusive and healthy work environment. Thus, we strive for an equal distribution of genders and have adopted the Danish Business Authority’s definition of equal gender composition. Our target is to create an environment with a balanced distribution of male and female managers on all levels of the organisation.

In 2022, we achieved our targets on every management level in the organisation, guiding our ambition to be an inclusive workplace.

At board level, 2022 saw a change to the ownership structure of SOS International, which included a reduction in the number of owners with a seat on the board. There are now a total of nine seats with six being appointed by SOS International’s owners and three by our employees. At SOS International, we believe in democratic staff representative elections and always respect the voice of our employees. Thus, the reporting on the next page only includes the owner representatives. In 2022, the board of directors reflects a balanced distribution which demonstrates that SOS International strives for equality.

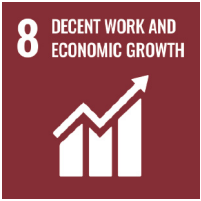
In 2022, changes were made to General Management, with a new CEO as well as an extension of the management group to include a new EVP of People, Culture & Communication and further changes to the EVP positions in Mobility and Healthcare. We are proud to report that in 2022 we met our target of 40%-60% of level 1 managers being female. Lastly, we also hit our target on management levels 2-4. This is a headcount of people with employee responsibilities.

The UN Global Compact Principles 1-6 underline the importance of human and labour rights. Several SOS International policies demonstrate our commitment to upholding these rights, including our Code of Conduct, Supplier Code of Conduct, Equality Policy, and Personal Data Policy.

The following targets of the UN SDG nos. 5 and 8 have been identified as particularly relevant to SOS International in mitigating the risk of illness, injuries as well as limited diversity and equal opportunity.



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.



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.

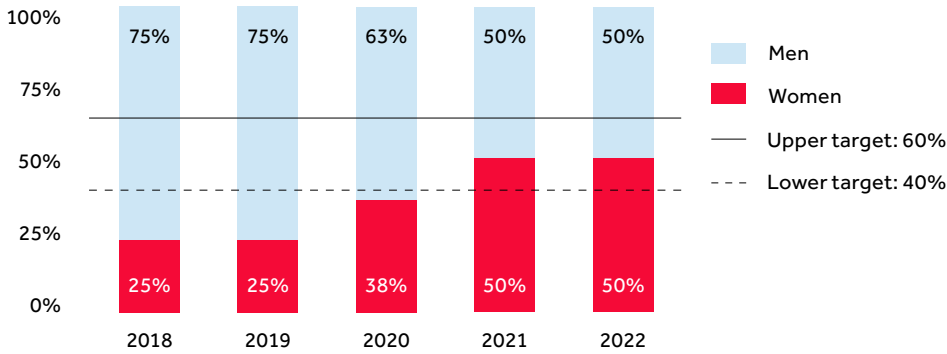
Helping people through diversity

Being an international organisation, we are proud to say that the employees of SOS International speak 37 different languages. Our end-users are diverse, so we believe it is vital for us to be the same to connect with them and provide the best help possible. Our differences are what make our organisation unique and in recruitment procedures we promote equal opportunities for all, always hiring the best candidate regardless of gender. This is supported by our Equality Policy.

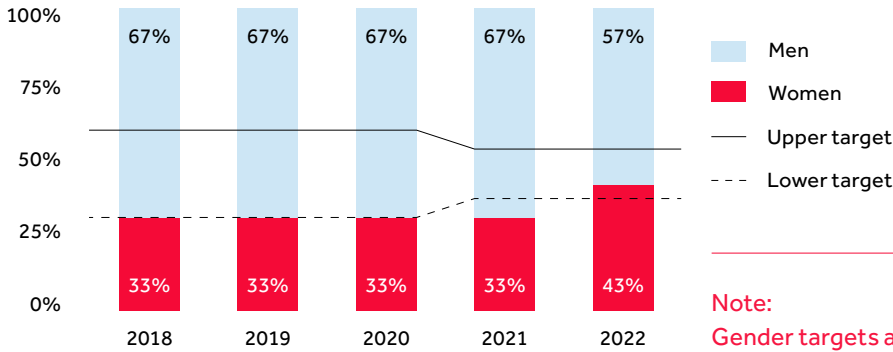
In 2022, 56 SOS International managers began the Authentic Leadership Pro-gramme to improve, among other things, their ability to utilise empathy and curiosity in everyday practice. That is key to ensuring satisfied employees and demonstrates our commitment to further improving employee satisfaction in the future. The leadership programme will continue in 2023.

Gender Equality Policy targets and results

Gender equality at level 0: Board of directors

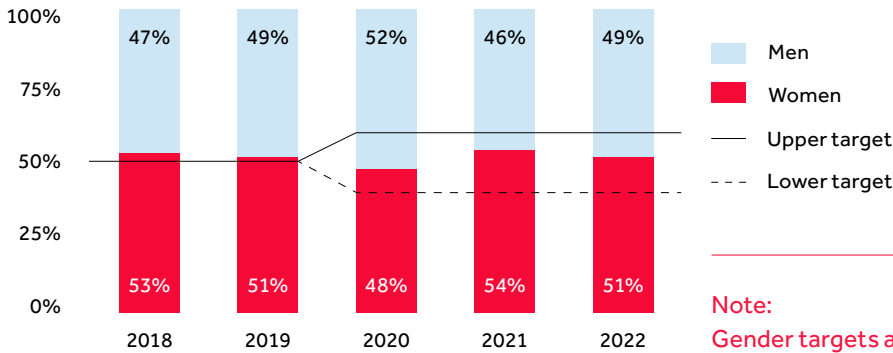


Gender equality at level 1: Group Management



Note: Gender targets at level 1 and levels 2-4 changed in 2021 and 2020, respectively.

Gender equality at levels 2-4: Other managers



Note: Gender targets at level 1 and levels 2-4 changed in 2021 and 2020, respectively.



# Ethics & Security

Handling data is an integral part of our business. Throughout the year, thousands of end-users contact us with information that is sometimes highly sensitive. Thus, protecting personal data and upholding information security is vital to how we act ethically as a business. In addition, we strongly believe that the right to privacy is a fundamental human right.

To reduce the risk of data breaches both internally and externally, SOS International has strong policies on information security and privacy management. Apart from rigorous internal reviews, our efforts are overseen by external auditors, and we are pleased to report that in 2022 we were re-certified in ISO 27001: Information Security Management. Further, we will continue our annual human rights training in the future.

## Data. Delete. Done.

When handling vast amounts of data, it is important to ensure that bits and bytes of information no longer relevant is deleted. Thus, SOS International has implemented Data Deletion Day as a recurring event. In 2022, Data Deletion Day took place in December and all people managers were encouraged to gather everyone in their departments for an hour or two of data deletion.

In some departments that meant meeting for breakfast and going through old mails and files to see what could be deleted. We think that's a great example of how data handling processes do not necessarily have to be tedious. Instead, they can bring people together for the common purpose of keeping our business secure.

The following targets of the UN SDG no. 16 have been identified as particularly relevant to SOS International in mitigating the risk of bribery, corruption, and data breaches.



16.5 Substantially reduce corruption and bribery in all their forms.

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

## Preventing fraud and corruption – internally and externally

A key part in ensuring that no fraud or corruption take place is giving our employees the opportunity to speak up anonymously about wrongdoings within SOS International. In 2022, SOS International implemented a whistleblowing scheme. Via this scheme, our suppliers, employees, and other stakeholders can speak up about serious malpractice.

At SOS International, we are committed to conducting business with high integrity and ethical standards when it comes to economic, environmental, and socially sustainable development. To honour these commitments, we comply with the EU Whistleblowing Directive and the national legislation of the Nordic countries within the scope of the Directive.

## Processes in place

As a business with more than 16.500 partners worldwide, we have comprehensive processes in place to ensure that we do not partake in financial crime.

We have several processes related to payment screenings in order to minimise the risk of fraud in payments by SOS International to suppliers as well as in single payments by SOS International to private individuals. The screening processes take place both before, during and after transactions have been performed.

SOS International has set out principles for the management of risk and compliance associated with sanctions, bribery, corruption, and fraud (internal and external) in its Company Code of Conduct, Supplier Code of Conduct, and Gift & Representation and Sanctions Policy.





# Performance data

	Related SDG	Change from previous year	Unit	2022	2021	2020	2019	2018
Gender diversity: Board of Directors (women)	5.5	0 pp	%	50	50 <sup>a</sup>	38	25	25
Gender diversity: GM (women)	5.5	10 pp	%	43	33	33	33	33
Gender diversity: Managers levels 2-4 (women)	5.5	3 pp	%	51	54	48	51	53
Gender diversity: New hires (women)	8.5	0 pp	%	50 <sup>b</sup>	50	59	54	56
Employee engagement	8.5	5 pp	points	70	65	68	70	68
<b>CO<sub>2</sub>e Scope 1</b>	12.2, 13.3	-11 %	Tonnes CO <sub>2</sub> e	142 <sup>c</sup>	159	161	266	286
<b>CO<sub>2</sub>e Scope 2</b>	12.2, 13.3	-24 %	Tonnes CO <sub>2</sub> e	130	171	186	366	478
<b>CO<sub>2</sub>e business travel (scope 3)</b>	12.2, 13.3	600 %	Tonnes CO <sub>2</sub> e	91 <sup>d</sup>	13	43	195	221
<b>CO<sub>2</sub>e waste (scope 3)</b>	12.2, 12.5, 13.3	-59 %	Tonnes CO <sub>2</sub> e	5	13	9	10	9
Recycling	12.5	20 %	%	47	27 <sup>e</sup>	46	48	28
Water	12.2	11 %	m3	4,277	3,863 <sup>f</sup>	3,655	5,585	6,675
Energy	12.2, 13.3	4 %	MWh	2,640	2,530	2,693	2,665	2,762
Video consultations	12.2, 13.3	171%	#	16,827	6,213	3,375	462	–

**In line with the GHG Protocol principle of completeness, data has been extrapolated when not possible to obtain otherwise. The extrapolated data is based on a benchmark of known employee ratios from other SOS International office locations. Extrapolation percentages (based on amount of CO<sub>2</sub>e emissions) for each scope are as follows:**

	2022	2021	2020	2019	2018
<b>Scope 1</b>	0%	0%	0 %	0%	0%
<b>Scope 2</b>	11%	11%	20%	21%	36 %
<b>Scope 3 business travel</b>	0%	0%	59%	59%	59 %
<b>Scope 3 waste</b>	34%	27%	38%	36%	52%

The CO<sub>2</sub>e emissions inventory was conducted in accordance with the financial control approach.

<sup>d</sup> Increase due to covid-restrictions being lifted.

<sup>e</sup> There was a small correction in 2018-2021 data due to an error in previous calculations.

<sup>a</sup> 2021 Gender composition on the board of directors has been corrected due to an error in the 2021 report.

<sup>f</sup> Water calculations for 2017-2019 was changed due to an error in the 2021 report. It has not been possible to obtain water data from the Oslo Station. Due to its incomparability to other offices, no extrapolation has been calculated. The water metre at the Helsinki office was broken May-December 2022. Thus, last year's readings have been included in the calculations.

<sup>b</sup> An additional 5% are of unknown gender.

<sup>c</sup> Decrease due to implementation of electrical vehicles and some jobs undertaken by external drivers. It has not been possible to obtain relevant data from the external drivers.

# Data sources

	CO <sub>2</sub> e factor sources	Consumption data sources
<b>Scope 1</b>		
<b>Diesel</b>	Danish Technological Institute (gronberegner.dk)	Liters consumed
<b>Scope 2</b>		
<b>Electricity</b>		
Copenhagen N6	Energinet	Electricity consumption
Copenhagen N10	Energinet	Electricity consumption
Aarhus (electricity and cooling)	Energinet	Cooling runs on electricity, and it is not possible to separate the two
Gothenburg	2017-2018: See 'consumption data sources' 2019-2022: Göteborg Energi (our supplier)	2017-2018: Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations 2019-2022: Electricity consumption as informed by our supplier
Stockholm	2017: See 'consumption data sources' 2018-2019: Energinet (Copenhagen factor) 2020-2022: E.ON (our supplier)	2017: Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations 2018-2022: Electricity consumption as informed by our supplier
Oslo	2017-2019: See 'consumption data sources' 2020-2022: Norwegian Water Resources and Energy Directorate	2017-2019: Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations 2020-2022: Electricity consumption as informed by our supplier
Oslo station (electricity and heating)	2017-2019: Energinet (Copenhagen factor) 2020-2022: 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	2017-2018: See 'consumption data sources' 2019-2022: Energinet (Copenhagen factor)	2017-2018: Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations 2019-2022: Electricity consumption as informed by our supplier

CO <sub>2</sub> e factor sources		Consumption data sources
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' 2020-2022: AffaldVarme	2016-2019: Estimation of heating consumed based on a benchmark of known employee ratio from other SOS International office locations 2020-2022: Heating consumption as informed by our supplier
Gothenburg	Göteborg Energi (our supplier)	Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations
Stockholm	See 'consumption data sources'	Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations
Oslo	2017-2019: See 'consumption data sources' 2020-2022: Oslofjord Varme (our supplier)	2017-2019: Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations 2020-2022: Heating consumed as informed by our supplier
Helsinki	See 'consumption data sources'	Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations
Oslo Station	See electricity for Oslo Station	
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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' 2020-2022: Göteborg Energi (our supplier)	2017-2019: No cooling 2020-2022: Cooling consumption
Copenhagen N6	Frederiksberg Forsyning (their CO <sub>2</sub> factor because HOFOR has informed us that there are only immaterial contributions besides from the direct emissions)	Gas consumption
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CO <sub>2</sub> 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 2021-2022: 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 2021-2022: 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 2018-2022: 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 2020-2022: 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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