

# **Sustainability report 2020**

# Lime & Sustainability

**Lime is a CRM company with over 30 years experiences of helping companies become customer magnets, with smart and user-friendly CRM tools. With offices in every country in the Nordic Region, we expanded into the rest of Europe in 2020, opening our first office in Utrecht, in the Netherlands. Lime's ambition has always been to grow the Company profitably and for the long term.**

Our sustainability goal is to be an attractive and sustainable employer, and a driving force in the community. We aim to find smarter ways of doing things, take bold decisions and be unconventional.

Lime works with clear and sound values to promote sustainable, ethical and socially responsible behaviour among its staff and stakeholders in general. The Company's approach to sustainability is based on every member of staff being committed from the start, and so it begins during the onboarding of all our personnel. We believe that only when both employer and employee are working towards the same goal is a long-term, sustainable business enterprise possible.

Our Management Team is responsible for setting a sustainability strategy, while our four team leaders from the sustainability groups are responsible for taking the work forward in their respective areas. A senior manager has overall responsibility for sustainability, ensuring adherence to the strategy.

**We continuously develop our overall approach to sustainability.**

We carried out a wide range of activities during the year, focusing on sustainability, and this has resulted in a more sustainable Company, a more committed staff and a positive contribution to our community. But it goes without saying that we intend to do a whole lot more! The more detailed follow-up process in respect of our environmental footprint which began during 2020, will be refined and further developed during 2021. The aim is to develop a basis for enabling us to prioritise those initiatives which really give results and make a difference, both within the Company and in the community in general. The 2020 measurements are given at the end of this report.

This report provides a presentation of how we performed during the year in four areas from the UN's Global Sustainability Goals.

During the pandemic year of 2020, we faced massive challenges and changes which affected how we were able to implement our approach to sustainability. Despite a challenging year, we are proud of the success we achieved.

# Our dream is a sustainable future

## Lime's Team Leaders for Sustainability



**Cornelia Olsérius**

People & Culture

#3 Good health and well-being



**Viktor Sköld**

Project Manager

#4 Thorough training for everyone



**Eva Boynton**

People & Culture

#5 Gender equality



**Jenny Samuelsson**

Office Manager

#12 Sustainable consumption  
and production

# Sustainability is the key to long-term profitable growth

The importance of a sustainable society continues to increase. We realise that our customers, staff and investors put sustainability high on the factors governing their choice of supplier, employer or investment. At Lime, we are convinced that, to achieve long-term profitable growth, we must continue to work tirelessly for sustainability.

As in previous years, we are focusing our efforts in four areas from the UN's Global Sustainable Development Goals: good health and well-being, quality education for all, gender equality and responsible consumption and production. The Sustainability Report shows the results of these efforts and the targets we have set for 2021.

Even though we have some way to go in achieving the UN's sustainability goals for 2030, I'm extremely proud of the progress we made during 2020 and the ambitions that we have adopted for 2021.



Erik Syrén CEO

## Sustainability Report

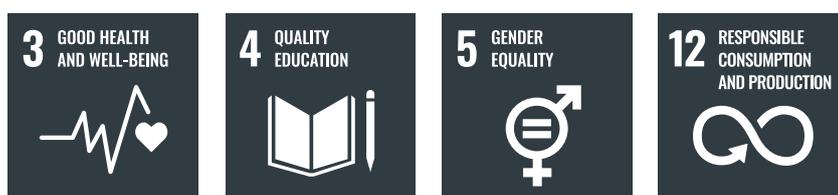
This Sustainability Report relates to Lime's financial year 2020. The report covers the Parent, Lime Technologies AB (publ), as well as all units which are consolidated in Lime Technologies AB (publ)'s consolidated financial statements for the same period.

The Sustainability Report has been prepared with the aim of showing Lime's attitude to sustainability and how important sustainability is for our operation. There are no legal standards for a Sustainability Report.

## Focus areas

Lime's approach to sustainability is firmly rooted in the UN's global Sustainable Development Goals, adapted for our operation and our vision of how the company can best contribute to social progress, better entrepreneurship and greater customer satisfaction. Lime's Management Team has selected four areas of sustainability in which we can make the greatest difference in achieving a sustainable approach to business and a framework enabling Lime to make an active contribution to the community.

To achieve a sustainable business enterprise, additional weight must be placed in the following areas:



# Sustainability 2020 in brief

## Good health and well-being

Increase the percentage of staff who are participating in the continuing anonymous measurement of health and wellness to 80 %	Fulfilled
Maintain a general wellness level of at least 7.3 (scale 0-10) throughout the organisation	Fulfilled
Establish local wellness targets for each office, taking account of local conditions and any possible challenges	Partly fulfilled
Implement a range of activities which increase group cohesion and wellness	Fulfilled/ Continuing

## Quality education for all

Lecture at schools and universities	Fulfilled/Continuing
Continued support for Ung Företagsamhet (the Swedish affiliate of Junior Achievers Worldwide) and Venture Cup	Fulfilled/Continuing
Collaborate with external organisations to increase interest in technology and programming among women	Fulfilled/Continuing
Arrange events which increase interest in programming among children and young people	Not fulfilled



**Fun fact**

In 2020, we produced 300 MWh of 100 % clean electricity through our investment in a solar park. Thanks to that, we helped reduce emissions of CO<sub>2</sub> in Sweden by 90 tonnes. We are really proud of that!

## Gender equality

The breakdown between men and women in senior positions must at least reflect the gender distribution in the Company in general	Not fulfilled
Female employees must have the same experience of personal development as their male colleagues	Fulfilled
Review and improve the recruitment process to make it more inclusive	Ongoing
Clarify and highlight the Company's position on inclusion and gender equality both internally and externally	Fulfilled/ Ongoing
Further develop and continue to support internal initiatives to empower and advance existing female staff	Not fulfilled
Train staff who take part in the recruitment process to make them aware of confirmation bias and to set out clearly the type of candidates that the Company is looking for	Not fulfilled
Update and remind all employees on existing policies and reports relating to gender equality	Fulfilled/ Continuing
Continue the reverse mentorship programme and evaluate after the completion of the round	Fulfilled/ Continuing

## Sustainable consumption and production

Encourage employees to reuse to a greater extent	Not fulfilled
Invest in climate-smart electricity generation	Fulfilled
Offer vegetarian alternatives at customer and staff events	Not fulfilled/Ongoing
Offer first class train tickets	Fulfilled

# Good health & well-being



At Lime, we aim to be sustainable inside and out, and we value wellness in our staff. We place great weight on creating a safe, open and healthy work environment which promotes creativity and personal development. No one at Lime should have the Monday morning blues – it should feel great to get to work!

There is a wellness group at every office, which works actively to publicise the concept and arrange activities to increase wellness among our staff.

We carry out weekly surveys to measure staff satisfaction. The results are processed at several levels, and form the basis for further measures which are taken to improve our staff's health and well-being.

Lime aims to plan, lead and control its operation systematically in a way that ensures that the quality of the employees' work environment is at a high level, and that we comply with the Swedish Work Environment Act (1997:1160) and its regulations. We place a great deal of importance on preventive action on the work environment, and this is carried out as a close collaboration involving management, employees, safety organisations and the occupational health service.

Lime is committed to encouraging a healthy lifestyle, focusing on wellness. As part of this approach, we offer a generous wellness grant to promote good physical and mental health among our employees.

Staff turnover, absence due to illness and work-related injuries are constantly monitored so that any necessary action can be taken to increase well-being and safety at Lime.

It is in Lime's interest to have explicit goals and core values to create the correct conditions and clear expectations for our staff with the aim of reducing stress. Lime will also supply the tools and resources necessary to ensure that work can be carried out with a high level of efficiency and quality.

Our staff are encouraged to prioritise themselves, their own health and their own wellness.

## Summary of activities in 2020

**Increase the percentage of staff who are participating in the continuing anonymous measurement of health and wellness to 80 %.**

- During 2020, the average participation rate across Lime was 80 %<sup>1</sup>.
- Reminders were sent out to employees highlighting the importance of a high rate of participation in the weekly surveys. New recruits were clearly informed of the importance of this during the onboarding process.
- Immediate managers were encouraged to respond to the comments written by members of staff in the surveys. The results were processed by managers, HR and at Management Team meetings.

**Maintain a general wellness level of at least 7.3 (scale 0-10) throughout the organisation.**

- The result for 2020 was a general wellness level of 7.5.
- Wellness, workload and work/life balance were discussed between managers and employees at regular one-on-one conversations and at all staff appraisals.
- Work in the larger departments is carried out in small teams with a dedicated team leader to support and simplify the work.
- Expectations of their work roles are clearly communicated to new employees, both during the recruitment process and during the early period of their employment at Lime.
- Guidelines setting out the knowledge that participants in the trainee programme are expected to take away during their first year were further refined.
- The onboarding period is evaluated on the basis of the participants' feedback with the aim of improving and creating the best conditions and a reasonable workload for our new employees.

<sup>1</sup>Refers to the results for 2020, with the exception of the period from mid-July to mid-August when the majority of staff were on holiday.

- Reminders to utilise the annual wellness grant and increase awareness about the wide range of activities that it can be used for were sent out to the employees.
- Stress workshops were organised by the Head of People & Culture at those offices and within those teams which requested this.

**Establish local wellness targets for each office, taking account of local conditions and any possible challenges. As part of this process, the results of the surveys will be analysed in greater detail outside local offices and teams.**

- During 2020, some but not all offices and teams set local wellness targets. The results were not analysed to the extent that we had planned, largely due to the adjustments we were obliged to make during the year as a result of the pandemic.
- At the Wellness Group's quarterly meetings with all local representatives, the focus was on follow-ups, reviewing results in the area, reporting on the current situation at the respective offices, target fulfilment and exchanging experiences.

**Continued planning and implementation of a mix of activities which can appeal to a large proportion of our staff at all our offices, increasing cohesion and wellness.**

- A range of activities focusing on promoting wellness, both physical and mental, and cohesion among colleagues were implemented during the year. Cohesion was an area of particular focus, given the digital challenges we are facing. The activities that were arranged included Bollywood dance, yoga with an instructor, wellness competitions to promote wellness while people are telecommuting and local initiatives to maintain coffee break culture and a sense of community.

## Targets for 2021

- Increase the average participation rate in the surveys to 83 % throughout Lime.
- Maintain a general and stable wellness level of a minimum of 7.5 on average.
- Maintain a general and stable stress level of a minimum of 7.3 on average.<sup>2</sup>
- Meet the target and establish local wellness targets for each office, regularly analyse the results and take any necessary action.
- Have an attendance rate of at least 97 % across Lime.
- Increase the percentage of employees who take advantage of the annual wellness grant to 75 %.

## Activities for 2021

- Lime intends to continue to plan and implement a range of activities for the whole organisation and to work at local level to promote well-being and cohesion. Likewise, the creation of clear guidelines and expectations for work roles, the evaluation of the introductory period and the division of larger departments into smaller teams will continue.
- Members of staff will continue to be reminded to utilise the annual wellness grant and to participate in the weekly surveys, and this approach will be combined with encouraging managers to respond to staff comments in the surveys.
- Discussions around wellness, work/life balance and workload will continue at one-on-one conversations and the annual staff appraisal between employees and their immediate managers.
- Stress workshops will be implemented by more team members within People & Culture and will be offered to those teams and officers who request it.
- Employees will become more involved in the planning of activities for the purpose of increasing cohesion and the level of wellness to bring these up to the required level, both locally and within Lime in general.

<sup>2</sup> On a scale of 0–10, where a high figure is desirable.

# Quality education for all



Lime's most important resource is its people. Due to the complexity of our products, staff training is crucial to our continued success. Lime is actively looking for personnel in many areas where there is a skills shortage. That is why we have adopted a long-term plan with the goal of ensuring high quality education in society in general, but with particular focus on the areas of expertise that are important to the Company.

Lime arranges internal training to ensure that our existing personnel have the relevant knowledge. It is essential that employees feel that they are continuing to develop in their own areas of expertise.

We organise and participate in initiatives aimed at increasing the level of interest in education in IT and technology throughout society. This enables Lime to share the expertise in the organisation and to participate in promoting this trend.

There are fewer women than men employees in the technology sector and this is partially due to the choice of education, where women are less likely to choose science and technology. Lime is committed to increasing the level of interest in technology among women by implementing initiatives and working closely with organisations that focus on this worthwhile objective. Through initiatives of this type, we would like to promote a more even distribution between men and women in the technology sector.

It is also in Lime's interest to increase the attractiveness of IT and technology to children and young people with the aim of ensuring the future supply of expertise. Through influencing the guidelines for priorities within the educational system, Lime can help in promoting and encouraging a more technology-oriented educational system. For this reason, Lime intends to participate openly in encouraging education in science and technology for young people and the technologists of the future, and to highlight the importance of future skills requirements.

## Summary of activities during 2020

### Lime will lecture at schools and universities.

- Both by taking part in educational programmes and by providing invited guest speakers, Lime has been involved in lecturing at institutions such as Linköping University and the University College of Northern Denmark. The theme of the lectures was CRM, from both a technical and a sales perspective.

### Lime will continue to back Ung Företagsamhet (UF) [the Swedish branch of Junior Achievers Worldwide] and the Venture Cup to support and train young entrepreneurs in particular in sales and business enterprise.

- UF is an organisation which provides courses for upper secondary school students in entrepreneurship. Lime is a UF partner, and was a member of the jury which selected the best sales performance.

### Lime will collaborate with external organisations which focus on increasing interest in technology and programming among women.

- DataTjej [ComputerGirls] is an organisation for women and non-binary people who are working in, studying or have an interest in IT. During 2020, Lime gave a lecture on CRM for DataTjej and took part in their annual IT Fair.
- Tjejer kodar [Girls Code] is another organisation which promotes interest in programming among women. Lime acted as mentors in their Boot Camp programme with the aim of helping and supporting women to start careers in programming.

### Lime will itself initiate and hold events which increase knowledge and interest in programming among children and young people.

- During the spring, a boot camp was planned for children and young people during the summer holidays. It was intended to hold this week-long event at the office in Lund. This had to be cancelled due to Covid 19, but the working group remains in place, and the plan is to hold this event either this summer or in 2022, depending on the situation.

### Other activities over and above the set goals:

- A considerable effort was made to coordinate and streamline the process of holding guest lectures. Materials and guidelines were developed, and published on Lime's intranet
- A great deal of work was required to adapt the trainee programme and onboarding in response to Covid 19. The programme for the second trainee period in August was adapted so that it could be held on our premises.
- Lime's internal training, the Lime Consultant Academy (LCA), was held as usual in January, but digitally in August. The focus areas for LCA were Python, UX, SQL and personal development.

### Targets for 2021

- Establish at least one close working relationship with an organisation focusing on increasing interest in technology and programming among women.
- Arrange at least one event focusing on increasing interest in technology and programming among women.
- Initiate a close working relationship or arrange one event focusing on raising interest in technology and programming among children and young people.

### Activities for 2021

- Develop guidelines on how to raise the quality of the internal training provided.
- Raise the standard of internal training by improving the structure for handling training material.
- Appoint a group to follow up the events and collaboration implemented at Lime, and ensure that the objectives associated with events and collaboration are fulfilled.

# Gender equality



At Lime, we are convinced that an equal and inclusive society and company create conditions for improving business enterprise in general and achieving sustainability in the business sector. That is why Lime is so committed to achieving equality, diversity and inclusion among its staff in general and in senior managerial positions in particular.

As things stand, over 32 % of the Company's employees are women. There are also upwards of 20 nationalities represented at Lime, and we are working at both local and international level to find new talent.

Lime's Management Team consists of five men and one woman. The Company's goal is to equalise this skewed distribution over time. We closely monitor both internal promotions and external appointments to senior positions with diversity as a clear focus area.

Every member of staff must have the knowledge and skills to avoid discrimination, harassment and giving offence at all times. Every member of staff will also have the same opportunities and resources to carry on their work in a professional manner and to develop themselves both in and beyond their professional roles. In this context, every member of staff must feel that they are seen and respected for who they are, and are treated with respect and trust and as of equal value. Through our weekly anonymous surveys, we continuously follow-up our colleagues' experiences in these areas.

Under our reverse mentorship programme, every member of the Management Team is paired with a committed employee at Lime for a period of around six months, during which they discuss equality, diversity and inclusion from their various perspectives. Mentors and mentees from different parts of the organisation are paired so as to avoid, as far as possible, any problems arising in the discussions as a result of the power dynamic. Evaluations are carried out after each round has been completed, enabling us to gather thoughts and ideas for how we can improve Lime in the future.

## Summary of activities during 2020

**Lime's goal is that the distribution between men and women in senior positions must, at a minimum, reflect the gender distribution in the Company in general.**

- During 2020, 14 new managers were appointed through internal and external recruitment, as well as through the acquisition of new companies. 6 of these were women. Currently, 28 % of our managers are female.
- 2 new male managers joined the Company through acquisitions.
- We appointed 3 new female managers through external recruitment.
- Internal promotions provided us with 6 male and 3 female managers.

**Female employees have the same experience of personal development as their male colleagues, as measured through our anonymous staff surveys.**

- The results of our staff surveys show that, on a scale of 0-10, women rank their experience of personal development at an average of 8.0 and men at 7.9.

**Lime will review and improve the existing recruitment process to ensure that it is more inclusive.**

- The first stage in mapping out how we can create a more inclusive process was to gather information by interviewing members of the Management Team and managers responsible for recruitment. This is an iterative approach, and will continue for a long time into the future.

**Lime will clarify and highlight the Company's position on inclusion and gender equality both internally and externally.**

- During the year, this was included in our induction process for all new employees. Our Marketing Department publicised our commitment to gender equality outside the Company, and we also highlighted it in podcasts and at trade fairs.

Lime will further develop and continue to support internal initiatives to empower and advance existing female staff ("Women in Sales", "Women in Consulting").

- Since it was not possible to pursue these initiatives during the year in the same way as we have in the past, in particular by holding physical conferences, the focus shifted onto working on this issue in other formats.

Lime will train staff who take part in the recruitment process to make them aware of factors such as confirmation bias and to set out clearly the type of candidates that the Company is looking for.

- Planned training courses have been postponed, since the training format was based on the structure of the recruitment process. Our recruitment processes have changed as a result of Covid 19, and, consequently, we are holding fire on launching these courses. We focus continuously on clarifying and reviewing the type of candidates we are looking for in our recruitment processes.

Lime will update and remind all employees on existing policies and reports relating to gender equality.

- During staff appraisals, our policies are followed up with all employees as one aspect of the support tools we use. We also refer to our policies both during the induction of new employees and as soon as the opportunity arises in other contexts.
- We use our internal communications channel dedicated to sustainability to share useful reports in this area.

The reverse mentorship programme is continuing, and will be jointly evaluated by all participants after six months, with the aim of gathering insights, ideas and suggestions for future action.

- The reverse mentorship programme was evaluated after its first round, and a new round was then initiated. We decided not to include KPIs in the mentorship programme, but to see it as an opportunity for interdepartmental conversations to raise the level of understanding and place the area in focus. The latest round has been broadened so that diversity and inclusion are also covered.

## Targets for 2021

Lime's efforts in the gender equality project area are aimed at ensuring that the overall objective of achieving the adopted gender equality target range in all departments and offices, and at all levels in the organisation. In all our recruitment, we always employ the best candidate for the job. We are taking our commitment to gender equality further, and broadening the focus into diversity and inclusion.

Our measurement points for monitoring progress are:

- New recruitment
- Promotions
- Staff turnover and length of employment
- Perceived opportunity for personal development
- Experience of inclusiveness internally

## Activities for 2021

- We use an open forum to provide a platform on which issues involving gender equality, diversity and inclusion can be brought up and discussed at both community level and with an internal focus. Each month, we invite our colleagues to take part in discussions on a wide range of themes.
- The reverse mentorship programme will continue and will be evaluated after the completion of each round.
- We will continue to engage in external activities which provide us with the opportunity to increase awareness and encourage commitment in relation to gender equality, diversity and inclusion.
- The recruitment training which we were unable to implement during 2020 will be launched as soon as possible.

# Responsible production & consumption



Lime is fundamentally a service-providing company, which means that we do not produce any physical products that would involve a major risk of environmental impact. Nevertheless, it is very important that we analyse the areas in which we can have an impact on the environment.

Our most far-reaching decision so far has been to invest in a solar park. In 2020, Lime received a certificate confirming that we had contributed to generating 300 MWh of clean solar energy, which covers all of Lime's electricity consumption in Sweden, and is equivalent to the electricity required to power 150 small apartments in Sweden. We are really proud of that!

In previous years, our efforts to increase sustainability included stopping the use of bottled water. Taking just the office in Lund, this resulted in a reduction in consumption of 13,104 bottles! We have also insisted that all our offices sort waste at source and buy organic fruit.

At our offices, we make conscious choices in our purchasing. As an example, we have stopped buying disposable plastic items, and we keep our marketing material under constant review. To give another example, for our last summer party, we purchased sports bottles made from sugar cane rather than disposable bottles of water. For several years now, instead of giving Christmas presents, we have donated money to various charitable organisations such as The Swedish Childhood Cancer Fund and IT for Children.

Lime is reducing its carbon emissions by cutting back on travel and facilitating virtual meetings. Both management and personnel share a strong commitment to achieving sustainability in our business, and are willing to stand up and be counted on this.

## Summary of activities during 2020

### Lime offers first class train tickets instead of economy class flights.

- 2020 affected all of us differently. When the restrictions on flying were introduced in different countries, the amount of travel we did fell. Even before the pandemic broke out, Lime had begun to offer first class train tickets including hotel breakfast on arrival instead of economy class flights.

### Offer vegetarian alternatives at staff and customer events.

- Lime intends to serve vegetarian alternatives as a first choice at staff and customer events. Due to Covid 19, events could not go ahead as planned, and with the reduced choices at restaurants and increased restrictions, it was not possible to fulfil this goal.

### Lime intends to continue to invest in climate-smart electricity generation.

- During 2020, Lime contributed to Sweden emitting 90 tonnes less CO<sub>2</sub>.<sup>3</sup>

### Lime will encourage its employees to reuse more through swap days, collections and lectures.

- Lime's planned clothes swap days had to be cancelled due to Covid 19. We hope to resume this in 2021. And we also hope to organise collections for a sustainable society.

<sup>3</sup> 300,000 kWh x 300 g CO<sub>2</sub> per kWh (in Sweden, we generate electricity with low CO<sub>2</sub> emissions, and so we decided instead to measure ourselves against the average emissions in Europe, which are around 300 grams of CO<sub>2</sub> per kWh.)

## Targets for 2021

- Investigate the options for replacing our company cars with more environmentally-friendly alternatives, such as plug-in hybrids.
- Be transparent in publishing our figures and actions. Lime is continuously working on developing processes to follow up and measure our impact on the environment.
- Use green energy at all our offices across Europe.
- Produce a checklist to help us review our suppliers and our purchases.

## Activities for 2021

- Lime will evaluate the options for using only plug-in hybrids in our operations in future.
- Lime will ensure quality and continuity in measuring our carbon footprint through improved analyses and external scrutiny.
- Lime will ensure that all electricity contracts are 100 % based on renewable energy.
- Lime will produce a checklist to help us review our suppliers.



### **Lime celebrates 2 years as a solar park partner!**

We invested in a solar park at the beginning of 2019. Lime will, of course, continue to invest in 2021.

# Environmental Performance Indicators 2020

**In financial year 2020, in accordance with NASDAQ's voluntary ESG Reporting Guide, Lime Technologies developed a number of basic essential performance indicators in respect of the environment for the first time. This will provide a starting point in improving the Company's sustainability performance and will make a valuable contribution to our annual transparent sustainability reports.**

## Comments on the environmental performance indicators

**Energy.** Lime Technologies' reported energy consumption for 2020 is indirect, consisting primarily of energy purchased for running operations (electricity) and for heating/cooling our premises (district heating).

The reported consumption is based on invoices, except where electricity is included in the annual rent and had to be calculated from that (see table below). In the majority of cases, district heating has been calculated: where there has been a deduction

for the past year by the landlord, this often came too late to be included in the Annual Report.

There is no direct energy consumption from energy sources owned or controlled by the operation; company cars used in the business are owned by leasing companies.

**Renewable energy.** Lime Technologies' primary energy source is solar, through the agreement on solar-generated electricity that Lime has with Svea Solar's solar park in Sjöbo, where 300 MWh is allocated to Lime Technologies annually from 2020 onwards.

Office Estimated	CO <sub>2</sub> -emissions	Area of premises
Lund, Sankt Lars väg 46	Electricity: 107,097 kWh District heating: 355,955 + 54,516 kWh	1,612 m <sup>2</sup>
Lund, Sankt Lars väg 41	Electricity: 12 357 kWh (value based on Lund I & III) District heating: 32,016 kWh	186 m <sup>2</sup>
Stockholm	Electricity: 37,188 kWh District heating: 32,436 kWh	1,019 m <sup>2</sup>
Gothenburg	Electricity: 27,001 kWh District heating: 27,612 kWh	692 m <sup>2</sup>
Gävle	Electricity: 2,500 kWh District heating: 2,500 kWh	95 m <sup>2</sup>
<b>Total SWEDEN</b>	<b>Electricity: 186,143 kWh District heating: 505,035 kWh</b>	<b>3,604 m<sup>2</sup></b>
Oslo	Electricity: 49,990 kWh No district heating	329 m <sup>2</sup>
Helsinki	Electricity: 7,663 kWh District heating: 7,000 kWh	289 m <sup>2</sup>
Copenhagen	Electricity: 4,053 kWh District heating: 24,000 kWh (based on preceding year)	288 m <sup>2</sup>
Utrecht	Electricity: 6,000 kWh/year (based on monthly figures) No district heating	225 m <sup>2</sup>
<b>Total energy consumption</b>	<b>789,884 kWh</b>	<b>Total area 4,735 m<sup>2</sup></b>

**Climate.** The direct and indirect emissions of greenhouse gases (in Lime's case CO<sub>2</sub> only), defined as Scopes 1 and 2 (see diagram) are in line with the energy consumption required for operating the business and for heating/cooling premises.

**Calculation.** The emissions for 2020 have been calculated in accordance with the IEA's (2018) national conversion factors for electricity for Norway, Denmark, Finland and the Netherlands. As far as Sweden is concerned, total electricity consumption is more than covered by the previously-mentioned solar energy agreement, which gives zero emissions. Accordingly, emissions in Sweden are due solely to district heating of our premises.

**Emission intensity.** A common way of reporting emissions is to relate them to the intensity of the operation. For 2020, Lime reports its emissions in relation to total sales (SEK thousand) and to the area of the premises (m<sup>2</sup>).

**Scope 3,** i.e. other greenhouse gas emissions along the value chain associated with Lime's operation, cannot be reported at this point. Scope 3 potentially contains over 20 different categories of emission (see illustration).

In a future Scope 3 analysis, it is, however, likely that both emissions from leased company cars and emissions from business travel will form part of the operation's significant emissions (even though 2020 was an atypical year for business travel due to the pandemic).

**Other.** Lime's water consumption is normally included in the rent of the premises. Since water is consumed exclusively for sanitary purposes, hygiene, dishwashing etc., it is not regarded as a critical environmental factor that must be reported for the type of operation run by Lime.

Office Estimated	CO <sub>2</sub> -emissions	Comments/conversion factors
Lund	Electricity: 0 kg District heating: 4,515 kg	Solar electricity with zero emissions. District heating: 0.011 kg CO <sub>2</sub> /kWh
Stockholm	Electricity: 0 kg District heating 1,918 kg	Solar electricity with zero emissions. District heating: 0.061 kg CO <sub>2</sub> /kWh
Gothenburg	Electricity: 0 kg District heating: 1,795 kg	Solar electricity with zero emissions. District heating: 0.065 kg CO <sub>2</sub> /kWh
Gävle	Electricity: 0 kg District heating: 7.5 kg	Solar electricity with zero emissions. District heating: 0.003 kg CO <sub>2</sub> /kWh
<b>Total SWEDEN</b>	<b>Electricity: 0 kg District heating: 8,144 kg</b>	<b>Electricity consumption for all Swedish offices is covered by the solar electricity agreement which provides 300 MWh/year and, consequently, produces no CO<sub>2</sub>-emissions.</b>
Oslo	Electricity: 650 kg No district heating	Norway conversion factor electricity: 0.013
Helsinki	Electricity: 1,464 kg District heating: 1,386 kg	Finland conversion factor electricity: 0.191 District heating: 0.198 kg CO <sub>2</sub> /kWh
Copenhagen	Electricity: 1,277 kg District heating: 1,632 kg	Denmark conversion factor electricity: 0.315 District heating: 0.068 kg CO <sub>2</sub> /kWh
Utrecht	Electricity: approx. 2,424 kg (estimate) No district heating	The Netherlands conversion factor electricity: 0.404
<b>Whole operation: Total emissions</b>	<b>17,068 kg CO<sub>2</sub>/kWh</b>	
<b>Total emissions per SEK thousand</b>	<b>0.050 kg CO<sub>2</sub>/SEK thousand</b>	<b>Sales SEK 338,689 thousand</b>
<b>Total emissions per m<sup>2</sup></b>	<b>3.60 kg CO<sub>2</sub>/ m<sup>2</sup></b>	<b>Total area 4,735 m<sup>2</sup></b>

The GHG Protocol classifies a company's greenhouse gas footprint in three different Scopes: Scopes 1, 2 and 3

