

Sustainability Report 2021

Lime Technologies AB (publ)

limeD
CRM with a twist



Lime & Sustainability

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 – always with the intention of doing good and generating real value in a greater perspective.

A value-steered assumption of responsibility based on a common core

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 share the same core values - guiding principles which mean that we can strive towards the same vision and ensure that we do not break the chain. We believe that only when both employer and employee are working towards the same goal, responsive to the expectations of both customers and shareholders, is a long-term, sustainable business enterprise possible.

Strategy & focus areas

Lime's management team is responsible for setting a sustainability strategy firmly rooted in our core business and our strongest driving forces, as well as ensuring that this policy is complied with. In order to prioritise Lime's sustainability initiatives, a materiality analysis has been carried out and has resulted in three main focus areas – equal opportunities for all, digitalisation & entrepreneurship, and positive climate impact. These three focus areas are anchored in the UN's global goals and there are targets and strategies linked to each area. The work in each area is driven forward by our team leaders from Lime's sustainability groups.

Sustainability Report

This Sustainability Report relates to Lime's financial year 2021. 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. To improve understanding and communicate our impact in the sustainability area, we are moving closer to a reporting method

which is in line with the GRI's global sustainability standard.



Lime is a certified "Nasdaq ESG Transparency Partner", works with the UN's Global Goals and reports in accordance with the "GRI reference".



We have sustainability in our DNA

Lime is a fast-growing, innovative company which faces new opportunities and challenges every day. For thirty years, we have expressed our enthusiasm for long-term, profitable growth and have been driven by a willingness to help others to succeed, no matter whether that concerns customers, colleagues, students, entrepreneurs or the community in general. We have always been very careful with our common resources - money, time and the planet's finite assets. This is in our DNA. For us at Lime, a further developed sustainability approach involves seizing the core of this commitment and taking it to the next level.



In 1990, when Lime was founded, sustainability was hardly even a concept. First and foremost, this type of initiative was restricted to the environment, and left other aspects of sustainability - such as good education and equal opportunities for all, growth and innovation, health and welfare - right out. Still, as has been said, directly or indirectly, this has always been present as a natural part of how we carry on our operation.

We will continue to deliver long-term sustainable value in a sound environment

Just like every other company, we realise that our customers, staff and investors put sustainability higher on the agenda when it comes to the choice of supplier, employer or investment. Accordingly, we are convinced that our sustainability initiatives, like our operation in general, must be constantly developed to enable us to continue to deliver long-term sustainable value in a sound environment. For us this is very much concerned with setting clear and conscious priorities - setting goals, scaling and following up to a more comprehensive extent.

An expanded sustainability effort rooted in our core business and the issues at Lime's heart

2021 was the year in which we laid the basis for a more solid approach to sustainability. With a materiality analysis which takes account of the core business, stakeholders and the UN's Global Goals, we have arrived at three new focus areas which will infuse our work during 2022. Most important of all - these are the areas which we are really enthusiastic about and where we can ultimately make a significant impact.

Lime's basic characteristic is a performance-driven and caring culture, with an ambition always to do positive things - for customers, colleagues, owners, the community and the environment. We are convinced that the combination of these attributes is and has been decisive in enabling us to continue to be a sustainable organisation that we can be proud of.

/Tommas Davoust, Sustainability Manager at Lime



Lime's three focus areas

1 Equal opportunities for all

As a fast-growing innovation company, we are dependent on attracting competent staff who contribute a range of backgrounds and perspectives. Lime is committed to a sound, value-driven culture, reflecting care, participation and equality.

We are investing in areas such as...

- Objective internal recruitment procedures and measurements for anonymised screening
- Training in unconscious bias
- Long-term targets: 40 - 60% women in all departments and markets



UN's global targets:
5.5 & 10.3

2 Digitalisation & entrepreneurship

Innovation and technological progress are decisive factors in solving both economic and environmental challenges in a sustainable way. We aim to promote this development by sharing our expertise in digitalisation, enterprise and entrepreneurship.

We are investing in areas such as...

- Forums which promote entrepreneurship and the creation of job opportunities
- Clear career development paths in all departments
- Improved customer and member care for universities, NGOs etc. through access to our software



UN's global targets:
8.3 & 9.3

3 Positive climate impact

The environmental and climate impact is an area which demands everyone's best efforts. There is a strong commitment among Lime's employees, customers and investors to make a positive contribution and minimise our negative impact throughout the value chain.

We are investing in areas such as...

- Recycling technology – mobile phones, computers and other hardware has a severe negative impact on the climate and the environment
- Continued investments in solar parks
- Climate-smart electricity, server and car leasing agreements



UN's global targets:
13.2



Materiality analysis and stakeholder analysis

The fact that our sustainability initiatives are extremely relevant and at least as complex, is becoming increasingly clear in our modern world. In this lies a major part of the challenge for us as a company in prioritising and focusing our efforts and embedding them in the areas which Lime lives and breathes. We genuinely believe that it is only then that we can make a real difference.

During 2021, Lime's sustainability group produced a materiality analysis for the Company's sustainability initiatives. Starting from the core business, or areas of expertise, driving forces and our ability to make an impact, this resulted in three new focus areas which are presented in the overview on p 4 and on pp 6-11.

The composite picture also takes account of Lime's most important stakeholders and their expectations. A staff survey and a customer analysis were also carried out. Likewise, the UN's sustainable development goals and targets were surveyed, and the goals which Lime considered that it has the greatest ability to make an impact on were identified. Lime's Management Team and the Board of Directors were involved in the process, and the final choice of focus areas was made by the Group Management.



Our most important stakeholders

Stakeholders	Expectations of Lime
Customers	Innovative and sustainable digital solutions which help organisations to improve their operations. Ethical, sustainable and climate-smart delivery chain.
Employees	Professional development, sound work environment and value-based leadership. Focus on health and well-being, as well as climate impact.
Shareholders	Satisfactory return and ability to meet changed market requirements. Ethical, sustainable and climate-smart operation.



1

Equal opportunities for all



Challenges & opportunities for Lime & the technology sector

Diversity promotes innovation

Lime is a fast-growing, innovative company which faces new opportunities and challenges every day. Accordingly, we are dependent on attracting competent staff who contribute a range of backgrounds and perspectives. We share the same core values - guiding principles which mean that we can strive towards the same vision and ensure that we do not break the chain.

More women in the technology sector is a core issue for future competence maintenance

Competence maintenance is a core issue, not just for Lime, but for the whole technology sector. There is a great shortage of qualified personnel throughout Europe, and the forecast from the Swedish trade association, IT&Telekomföretagen, shows that there will be a shortage of more than 70,000 people with ATR digital skills by 2024 in Sweden alone. Only 20 percent of all those working in the technology sector in Europe are women. The issue of a more gender equal sector is, consequently, much more than just being idealistic; it is central to the sector's development and growth.

AREAS WE ARE WORKING ON

- Diversity and gender equality
- Attract and retain employees with different backgrounds and perspectives
- Unconscious bias and anonymised screening
- Transparent and objective recruitment process
- External forums and initiatives which highlight diversity and women in tech

KEY FIGURES

- Total gender distribution within the organisation
- Gender distribution for new recruitment
- Gender distribution for senior executives
- Perceived opportunity for personal development within the organisation for women and men respectively
- Internal perception of the company's inclusion among women and men respectively

PLANS FOR 2022

- Development of objective internal recruitment procedures and measurements for anonymised screening
- Training in unconscious bias for all staff who are involved in the recruitment process
- Continued involvement in external activities and forums with a focus on increasing awareness about and the attractiveness of the technology sector in respect of gender equality, diversity and integration

Our long-term goals: A gender-equal organisation for everyone

As part of our sustainability efforts, we are working actively to achieve a gender-equal and diversified organisation in general and in decision-making posts in particular. Currently, 34% of Lime's staff are women, and among the recruitments carried out in 2021, 42% were women. Our overall objective is to achieve the adopted gender equality target range in all departments and offices, and at all levels in the organisation of a 40 – 60% distribution of men and women employees.



At Lime, it is also important for us to broaden our inclusion work to cover parameters other than gender distribution, such as ethnic origin, age, sexual orientation, transgender identity and expression, religion or other faith and disability. Accordingly, our overall approach involves initiatives which have a documented positive effect on diversification and inclusion.

Unconscious bias and the way to a more inclusive recruitment process

It goes without saying that Lime's aim is to employ the candidate who is absolutely the best suited to the job at all times. At the same time, we are well aware that recruitment is one of the areas where unconscious bias often makes itself felt. Company representatives tend to be attracted to and employ the type of person who is like themselves, and this reduces the chance of including the candidate base which does not immediately fit in with the established, unconscious template. Consequently, many of Lime's initiatives in sustainability revolve around the conditions required for an objective and even more inclusive recruitment process.

Our measurement points for monitoring progress are:

- New recruitment
- Promotions
- Distribution over departments and positions
- Staff turnover and length of employment
- Perceived opportunity for personal development
- Internal perception of inclusiveness



42% of employees recruited during 2021 were women

Key figures 2021

Proportion of women on the Board of Directors	40%
Proportion of women in the Management Team	25% (from 2022)
Proportion of women in managerial positions	33%
Proportion of women employees throughout the organisation	34%
Proportion of women employees among new recruits	42%
Proportion of women promoted to managerial positions	33%
Perceived opportunity for personal development	7.9 (women), 7.6 (men) (scale 1–10)
Perception of inclusiveness (internal)	8.8 (women) 8.2 (men) (scale 1–10)

The UN's global goals for gender equality and reduced inequality



Target 5.1 End all forms of discrimination against women

Lime's efforts to achieve a more gender-equal organisation, not least in decision-making positions is very much in line with the UN's global target for eradicating discrimination against women. Through concrete objectives and targeted activities for a more gender-equal organisation, we aim to influence, not just our own organisation, but the technology sector and business in general, in a positive direction.



Target 10.3 Ensure equal opportunity and reduce inequalities of outcome

In a similar way, our initiatives in areas which will reduce the effect of unconscious bias will contribute to avoiding the occurrence of both conscious and unconscious discrimination on grounds unrelated to relevant competence.



2

Promote digitalisation and entrepreneurship

The core of Lime's offering to the market and our own driving force involves creating the conditions for successful enterprise and long-term growth. As a tech company with an insight into the phenomenal development potential in technical innovation, we are also convinced that digitalisation and innovative entrepreneurship are decisive factors in solving both economic and environmental challenges in a sustainable way. With the right conditions, this can open up new markets, create quality job opportunities and contribute to a growth that the whole community can participate in.



Increased attractiveness for the technology sector - essential for accelerating digitalisation

Just as we commented under the focus area "Equal opportunity for all", competence maintenance is a core issue for the technology sector and, consequently, for continuing the accelerating pace of digitalisation and innovation-driven entrepreneurship. A major cause of the shortage of skills is that the candidate base for technologically-oriented educational programmes is far too small, not least among women students. From a future-proof perspective, this requires awakening an interest in technology among children and young people, as well as increasing the attractiveness of technology courses at university colleges and universities. We intend to increase the attractiveness of the whole technology sector by being an attractive employer ourselves, and promoting initiatives and collaboration with organisations that focus in this area.

Technological innovation and entrepreneurship create new job opportunities and economic growth

Through Lime's digital services for customer care, such as marketing, sales and case management, we are constantly creating new conditions for our customers to reach out to different markets and succeed in their business operations. We intend to make these digital tools available to more customers, partly by giving business-enabling, non-profit organisations (NGOs) and universities access to our software. We also engage in forums and organisations which work to benefit enterprise, innovation and entrepreneurship – areas in which Lime has built up knowledge since 1990.

In 2021, we took part in 73 collaborations with different organisations and universities, including...

- DataTjej [ComputerGirls] - a non-profit organisation for women and non-binary people who have an interest in IT
- Technigo, mentorship - boot camp for developers, with links to TjejerKodar [Girls Code]
- Women's Finance Days, Linköping University - focus on women's' career paths
- Best Seller Competition, Haaga Helia & Turku, Finland – principal sponsors, focus on entrepreneurship and innovation
- UF (Ungt Företagande) [Young Entrepreneurs] – educates upper secondary students in entrepreneurship. Lime gives all UF companies free access to Lime Go
- TIHLDE, Norway's University of Science and Technology – association for computer engineers, digital infrastructure and business development



AREAS WE ARE WORKING ON	KEY FIGURES	PLANS FOR 2022
<p>Collaboration with forums and organisations which...</p> <ul style="list-style-type: none"> ... increase interest in technology among children, young people and students ...promote entrepreneurship and the creation of job opportunities <p>Clear career development paths for all of Lime's departments – long term employer in the technology sector</p> <p>Initiative to encourage universities, NGOs etc. to improve customer care and member care through access to our software</p>	<p>Number of collaborations and participations in forums for relevant areas</p> <p>Number of collaborations with NGOs in which we offer access to Lime's products</p> <p>Number of markets in which we are running initiatives in the area</p> <p>Perceived opportunity for personal development and new career steps within the organisation</p>	<p>Participation in at least 50 forums/ activities within the focus area</p> <p>Commenced work on and a clear timetable for documented opportunities and career paths in all departments</p> <p>Deepen collaboration with at least two organisations into long-term partnership partnerships</p>

The UN's global goals for working conditions, economic growth, sustainable industry and innovations



Target 8.3 Promote policies to support job creation and growing enterprises

Favourable conditions for private enterprise and entrepreneurship are one of the pillars for growth in which the whole community can participate. Through Lime's commitment in this area, we intend to improve conditions, not least for young entrepreneurs. This approach also goes hand in hand with the creation of new job opportunities and the provision of decent working conditions for more people throughout society – both directly through the technology sector itself requiring an increasing work force, and indirectly since technical innovation creates new conditions for entrepreneurs to operate their businesses locally and globally.



Target 9.3 Increase access to financial services and markets

One of the infinite opportunities opened up by increased digitalisation and innovation – globally and locally – is greater interconnection and availability. Through Lime's digital solutions we are constantly creating new conditions for our customers to reach out to different markets and succeed in their business operations. In making this available to more people, we intend to set up collaborations with universities and non-profit organisations, which will have access to our products.



3

Positive climate impact

As a service-producing company, Lime's core business has a limited direct impact on the climate through its own production or supply chains. Accordingly, we place greater weight in the areas in which we can actually make a positive contribution and where Lime has a strong commitment in the issue. By investing in recycled technology, reduced electricity consumption, investments in solar parks and a larger number of climate-smart contracts, we aim to minimise our negative impact and make measurable, positive contributions in areas which make a real difference for the climate.



Extended service lives and smarter recycling of technology

Lime supplies software, but both our own staff and users are dependent on hardware to create and use our digital services. The fact that hardware such as IT products and IT services generates emissions of CO₂ and other gases which impact climate throughout their life cycles is nothing new. Large quantities of materials, energy, water and chemicals are consumed in their manufacture, transport, use and recycling. All the same, this is probably not the first thing that we think of when we as employees or private consumers sit with a new computer or mobile phone on our knees. By extending the service life of all our technology and creating conditions for responsible recycling, we will strike a blow for Lime's core value to "spend resources wisely" – both internally and externally.

Sustainable IT at Lime means, for example, that we...

... retain Lime's computers until they are no longer functional and repair them if possible.

Target: at least 48-month service life

...buy computers which suit every purpose - from development to finance.

Target: Reduced new purchases and maximise re-use when new employees start work

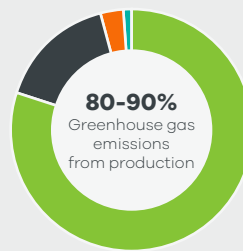
... from 2022, will buy out the mobile phones when the lease ends instead of acquiring brand-new ones.

Target: extend service life by 6–24 months

...replace local data centres with cloud-based solutions.

Target: Substantially reduced electricity consumption

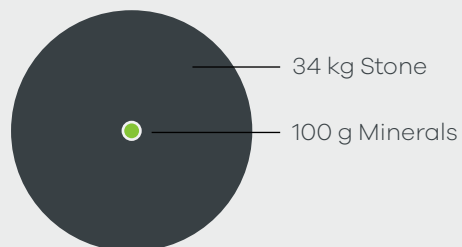
A computer or mobile phone generates carbon dioxide emissions throughout its service life. 80-90% of the emissions are generated during production, which, for an iPhone 11 with 256 GB of storage capacity means 70 kg of CO₂e and, for DELL Latitude 5320 laptop, around 301 kg of CO₂e.*



- 80-90% Production
- 10-16% Use
- 3% Transport
- 0.2-1% recycling

*Data obtained from an iPhone 8-64GB and DELL Latitude 5320

More than 340 times as much stone as minerals must be quarried to obtain the minerals required for one smart phone.



348 kg of CO2e...

... that is the size of the average carbon footprint of one computer at Lime. For every new purchase we do NOT make, and for every month we extend the service life of our computers, we can reduce our negative impact on the climate.



1 computer is equivalent to...
1,373 km of car driving



10 computers are equivalent to...
the amount that **2 hectares of forest** can absorb over one year



100 computers are equivalent to...
the average, annual carbon footprint of **7 people**

Investments in solar parks and climate-smart contracts

A major proportion of the increased emissions of greenhouse gases into the atmosphere comes from fossil energy. For that reason, ensuring that Lime has climate-smart contracts for electricity, technology, car leasing, data hosting etc., is an obvious way of reducing our negative impact on the climate. At the same time, we are continuing to invest in green energy. Since 2019, this has taken the form of solar parks. In 2021, 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.

AREAS WE ARE WORKING ON

KEY FIGURES

PLANS FOR 2022

Extended service lives for computers, mobile phones and servers	Average service lives for computers, mobile phones and servers	New contracts for recycling computers, servers and old mobile phones
Reduced electricity consumption from local servers	Average electricity consumption per office and per market	Begin to buy out mobile phones after the end of the lease period (Target: Extended service life by 6-24 months)
Responsible recycling of worn out technology	Average climate impact of the technology purchased into the organisation	Disposal of local data centres with transition to cloud-based solutions. Target: reduced electricity consumption
Climate-smart contracts for computers, mobile phones, electricity, cars and other tapes of suppliers	Amount of solar energy produced from investments in solar parks	Clear internal and external communication on the value of extending service lives and reusing technology.
Investments in solar parks		

The U.N.'s global goals for climate change



Target 13.2 Integrate climate change measures into policies and planning

Climate change is one of the greatest challenges of our time and must be limited to create the conditions for fighting poverty and for long term sustainable development. Through Lime's initiatives to reduce carbon dioxide emissions, we intend to make a positive contribution and highlight the acute aspects of the issue.



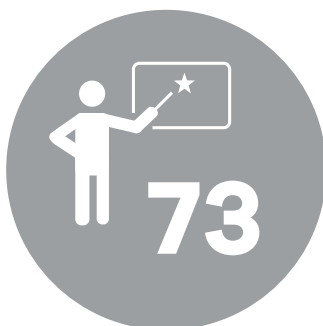
Sustainability 2021 in brief

All types of activities focusing on sustainability carried out in 2021 have resulted in a more sustainable company, a more committed staff and a positive contribution to our community. Despite a challenging pandemic year which limited our ability to carry out our planned activities, we are proud of what we have achieved, not least in bringing more women into the technology sector.

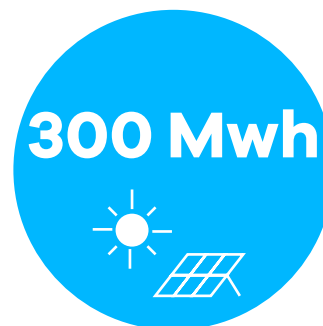
High points of 2021



42% of employees recruited during 2021 were women. Lime's objective is that the whole organisation - all departments, offices and positions - shall be gender-equal.



73 – this is the number of collaborations we have had with non-profit organisations and universities to share our knowledge in areas such as entrepreneurship and digitalisation.



Lime's investments in solar parks generated 300 MWh of clean solar energy in 2021. This covers all of Lime's electricity consumption in Sweden.

Targets and activities for the "Responsible consumption and production" area in 2021

Targets:	Fulfilled
Investigate the options for replacing our company cars with more environmentally-friendly alternatives, such as plug-in hybrids	Fulfilled/ Ongoing
Transparency on metrics, measures and follow-up linked to Lime's continuing efforts to reduce its environmental impact	Fulfilled/ Ongoing
Consume only green energy at all of Lime's offices	Partly fulfilled
Produce a checklist to help us review our suppliers and our purchases from an environmental and climate perspective	Not fulfilled/Ongoing
Continued investments in solar parks	Fulfilled



Targets and activities for the
"Good health and well-being" area in 2021

Targets:	Fulfilled
Increase the average participation rate in staff surveys to 83% throughout Lime	77% - not fulfilled
Maintain a general and stable level of well-being of a minimum of 7.5 on average	7.3 - not fulfilled
Maintain a general and stable stress level of a minimum of 7.3 on average	7.1 - not fulfilled
Local targets for well-being for each office, regularly analyse the results and take necessary action	Fulfilled
Attendance rate of at least 97 percent throughout the organisation	Fulfilled
Offering stress workshops for teams and employees who request to take part	Fulfilled
Plan and implement activities to promote well-being and team spirit. Including clarifying guidelines and expectations for work roles and the continuing division of larger departments into smaller teams	Fulfilled/ Ongoing

Targets and activities for the
"Good education for all" area in 2021

Targets:	Fulfilled
Prepare at least one close collaboration with the relevant organisation which focuses on increasing interest in technology and programming among women	Fulfilled
Initiate a close working relationship or arrange one event focusing on raising interest in technology and programming among children and young people	Cancelled due to the pandemic
Draw up guidelines for increasing the quality of internal training	Partly fulfilled
Raise the standard of internal training by improving the structure for handling training materials	Fulfilled
Appoint a group to monitor events and collaborations, and also ensure that the targets linked to these are fulfilled	Fulfilled



Targets and activities for the
"Gender equality" area in 2021

Targets:	Fulfilled
Proportion of women employees throughout the organisation (long-term target: 40 – 60%)	34% - not fulfilled
Proportion of women employees among new recruits (target: 40 – 60%)	42% - fulfilled
Proportion of women promoted to managerial positions (long-term target: 40 – 60%)	33% - not fulfilled
Female employees must have the same experience of personal development as their male colleagues	7.9 (women), 7.6 (men) - fulfilled
Female employees must have the same experience of inclusion as their male colleagues	8.8 (women) 8.2 (men) - fulfilled
Arrange a monthly open forum to provide a platform on which issues involving gender equality, diversity and inclusion can be brought up and discussed both at societal level and with internal focus	Fulfilled
Continue to drive the reversed mentor programme with subsequent evaluation	Fulfilled
Participate in external activities which enable us to increase awareness about and encourage involvement in respect of gender equality, diversity and integration	Fulfilled
Internal recruitment training focusing on unconscious bias	Partly fulfilled/ongoing



Environmental Performance Indicators 2021

In accordance with NASDAQ's voluntary ESG Reporting Guide, Lime Technologies reports essential performance indicators in respect of the environment.

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 2021 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 ₂ -emissions	Area of premises
Lund, Sankt Lars väg 46	Electricity: 93,937 kWh District heating: 355,955 + 54,516 kWh	1,612 m ²
Lund, Sankt Lars väg 41	Electricity: 10,839 kWh (value based on Lund I & III) District heating: 21,666 kWh	287 m ²
Stockholm	Electricity: 38,295 kWh District heating: 105,445 kWh	1,019 m ²
Gothenburg	Electricity: 25,189 kWh District heating: 35,491 kWh	692 m ²
Gävle	Electricity: 2,795 kWh District heating: 2,828 kWh	164 m ²
Total SWEDEN	Electricity: 171,055 kWh District heating: 457,484 kWh	3,774 m²
Oslo	Electricity: 53,209 kWh No district heating	510 m ²
Helsinki	Electricity: 11,617 kWh District heating: 12,710 kWh	289 m ²
Copenhagen	Electricity: 4,366 kWh District heating: 24,010 kWh (based on preceding year)	288 m ²
Utrecht	Electricity: 3,438 kWh/year District heating: 5,184 kWh	225 m ²
Cologne	Electricity: 5,055 kWh Oil: 23,800 kWh	381 m ²
Total energy consumption	781,927 kWh	Total area 5,467 m²



Climate. The direct and indirect emissions of greenhouse gases (in Lime's case CO₂ 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 2021 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 2021, Lime reports its emissions in relation to total sales (SEK thousand) and to the area of the premises (m²).

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 2021 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 ₂ -emissions	Comments/conversion factors
Lund	Electricity: 0 kg District heating: 3,451 kg	Solar electricity with zero emissions District heating: 0.011 kg CO ₂ /kWh
Stockholm	Electricity: 0 kg District heating: 6,432 kg	Solar electricity with zero emissions District heating: 0.061 kg CO ₂ /kWh
Gothenburg	Electricity: 0 kg District heating: 2,307 kg	Solar electricity with zero emissions District heating: 0.065 kg CO ₂ /kWh
Gävle	Electricity: 0 kg District heating: 107 kg	Solar electricity with zero emissions District heating: 0.003 kg CO ₂ /kWh
Total SWEDEN	Electricity: 0 kg District heating: 12,296 kg	Electricity consumption for all Swedish offices is covered by the solar electricity agreement which provides 300 MWh/year and, consequently, produces no CO₂-emissions
Oslo	Electricity: 692 kg No district heating	Norway conversion factor electricity: 0.013
Helsinki	Electricity: 2,219 kg District heating: 2,517 kg	Finland conversion factor electricity: 0.191 District heating: 0.198 kg CO ₂ /kWh
Copenhagen	Electricity: 1,375 kg District heating: 1,633 kg	Denmark conversion factor electricity: 0.315 District heating: 0.068 kg CO ₂ /kWh
Utrecht	Electricity: 1,389 kg District heating: 3,416 kg	The Netherlands conversion factor electricity: 0.404 District heating: 0,225 kg CO ₂ /kWh
Cologne	Electricity: 1,774 kg Oil: 19,992 kg	Germany conversion factor electricity: 0.351 Oil: 0,84 kg CO ₂ /kWh
Whole operation: Total emissions	47,303 kg CO	
Total emissions per SEK thousand	0.117 kg CO₂/SEK thousand	Sales SEK 403,848 thousand
Total emissions per m²	8.65 kg CO₂/ m²	Total area 5,467 m²



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

