

# WeCare Annual Sustainability Report

2020-2021



Nordic Choice Hotels™

## **Table of Contents**

### **Climate**

1

### **Methodologies**

2

### **Greenhouse Gas Protocol**

2

### **NCH GHG Emissions 2020**

3-4

### **NCH GHG Emissions 2021**

5-6

### **Including & Supporting Employer**

6

### **Customer Feedback**

6

### **EAT - Food Platform**

6

### **Climate Fund & Green Stay**

7

### **Certifications & Membership**

7

### **Trading**

7

### **Bribery & Corruption**

8

### **Whistleblower**

8

### **Safe Stay**

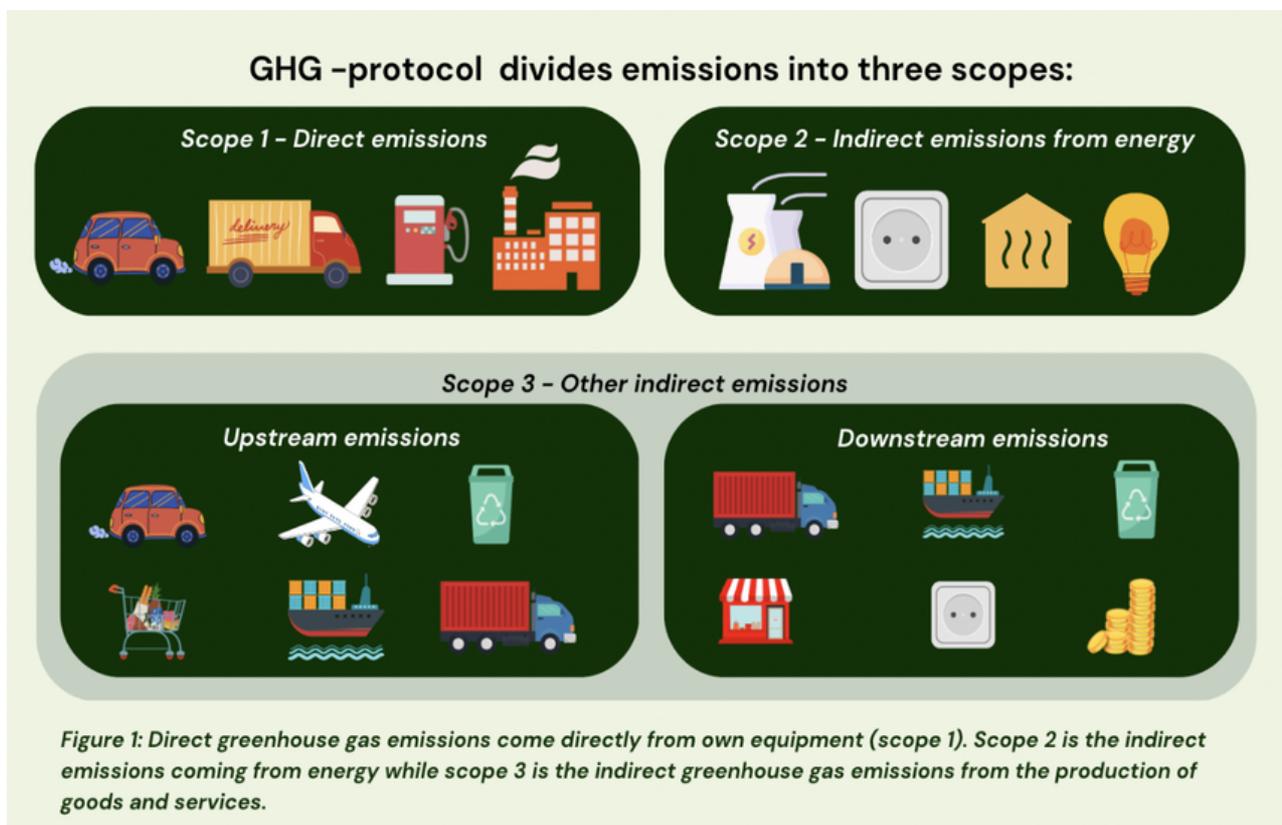
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## Climate

The demand is increasing for information about the climate impact related to staying at, or participating in a conference at, our hotels. To respond to this demand, we have increased the efforts of making our emissions figures available to our guests and clients. As part of these efforts, we are calculating the greenhouse gas (GHG) emissions for all of our hotels, which is usually presented in CO<sub>2</sub> equivalents.

Hence the term “carbon footprint”. This means you will be able to receive your carbon footprint from hotel stays and conferences at Nordic Choice Hotels per guest night, per hotel or your total aggregated emissions. We will also be able to provide you with metrics such as energy use, water use, waste generation etc.

**The total Co<sub>2</sub> emission at Nordic Choice is based on the following:**



## Methodologies

Our goal is to provide robust and transparent climate calculations to our guests and clients. To ensure reliable calculations, we are following internationally recognized standards.

HCMI (Hotel Carbon Measurement Initiative) is a methodology developed by the hospitality industry to calculate and communicate the carbon footprint of hotel stays and meetings in a consistent and transparent way. The methodology is based on the Greenhouse Gas Protocol, an international standard for calculating greenhouse gas emissions.

Our calculated emissions are specific for each hotel and cover all GHG emissions resulting from activities within the hotels' premises (known as scope 1 and 2 emissions) and, if applicable, from outsourced laundry operations (scope 3) all in accordance with the HCMI standard.

## Greenhouse Gas Protocol

The Greenhouse Gas Protocol is the international standard for calculating our corporate greenhouse gas emissions. In our corporate emission we include additional categories from our value chain such as business travel, employee commute and waste. This number will also be made publicly available in our annual sustainability report.

<b>Year</b>	<b>Direct emissions (tonne Co2 - eq)</b>	<b>Total emissions (tonne Co2 - eq)</b>	<b>Total guest nights</b>	<b>CO2 Guest night</b>
<b>2020</b>	31 735,7	47 871,6	6 724 665,0	7,1 kg
<b>2021</b>	21 238,7	37 382,2	8 727 493,2	4,3 kg

# 2020

SCOPE 1	Amount	unit	Calc tool	Penguin	Comment
<b>Fuels, vehicles</b>					
Gasoline	7782,2	l		19,5	18,4
Diesel	119845,0	l		277,9	304,4
Biodiesel	252874,1	l		135,5	286,8
<b>Company car</b>					
Company car (electric)	82051,2	km		0,7	0,0
Company car (non-electric)	550054,3	km		99,0	77,0
<b>Oil furnaces for heating</b>					
Oil/Diesel	638 176,0	m3		1,7	N/A
Gas	2 726 442,0	kWh		504,4	N/A
<b>Refrigerants</b>					
Refrigerant (R134a)	694,6	kg		993,2	993,2
Refrigerant (R404A)	2 551,5	kg		10 006,1	10 007,1
Refrigerant (R407C)	338,8	kg		600,9	601,0
Refrigerant (R410A)	334,5	kg		698,3	467,3
Refrigerant (R449A)	171,8	kg		244,3	358,7
Refrigerant (other)	668,3	kg		1 421,5	1 418,3
<b>Sum tonne CO2</b>				15 003,1	14 532,2

SCOPE 2	Amount	Unit	tonne CO2	Comment
<b>Distric heating</b>	104,1	GWh	5 588,5	
<b>Distric cooling</b>	13,2	GWh	329,9	
<b>Electricity Market-based</b>				
Electricity from hydropower	153,7	GWh	0,0	
Avarage renewable energy	27,5	GWh	0,0	
Other sources (residual)	25,7	GWh	10 814,2	
<b>Electricity Location-based</b>				
Electricity	206,9	GWh	14 857,5	
<b>Sum tonne CO2</b>			Location	Market
			20 775,9	16 732,6

SCOPE 3	Amount	Unit	Calc tool	Penguin	Comment
<b>Waste</b>					
Sorted Waste		NA ton	1 273,3	1 273,3	
Food Waste		NA ton	4 366,1	4366,1	
<b>Staff commute</b>		NA NA	4 805,9	4 805,9	
<b>Business travels</b>					
Air travel - Domestic	287 319,8	km	39,1	88,8	
Air travel - Shorthall	709 379,1	km	67,4	200,0	
Air travel - Longhall	97 995,6	km	4,9	27,0	
Car travel (non-electric)	191 062,1	km	34,4	34,4	
Car travel (electric)	11 044,8	km	1,2	0,2	
Fuel consumption diesel	23 859,1	liter	61,5	74,9	
Fuel consumption gasoline	8 741,2	liter	24,3	25,2	
Fuel consumption biodiesel RME	0,0				
Fuel consumption biodiesel HVO	0,0				
Fuel consumption bioethanol	0,0				
Fuel consumption gas	0,0				
Bus travel	31 282,9	km	0,8	2,5	
Train travel	273 113,5	km	0,0	0,2	
Boat-/ferry travel	72,9	km	0,0	0,0	
<b>Laundry (outsourcade)</b>		NA NA	2 566,3	2566,3	
<b>Scope 1&amp;2 residual</b>		NA NA	2 890,7	2 890,7	"Market-based"
<b>Sum tonne CO2</b>			<b>16 135,9</b>	<b>16 355,6</b>	

# 2021

SCOPE 1	Amount	Unit	Location tonne CO2	Market tonne CO2	Comment
<b>Fuels, vehicles</b>					
Gasoline	3 087,9	l	7,7	7,3	
Diesel	37 056,3	l	85,9	94,1	
Biodiesel	1 126,2	l	0,6	1,3	
<b>Company car</b>					
Company car (electric)	72 712,8	km	0,7	0,0	
Company car (non-electric)	498 214,9	km	89,7	69,8	
<b>Facility heating heating</b>					
Oil/Diesel	0,0	m3	0,0	0,0	
Natural gas	1 427 905,0	kWh	264,2	264,2	
LPG	711 916,0	kWh	165,9	165,9	
Other gases	411 924,0	kWh	86,1	86,1	
<b>Refrigerants</b>					
Refrigerant (R134a)	290,6	kg	415,6	415,6	
Refrigerant (R404A)	282,1	kg	1 106,1	1 106,3	
Refrigerant (R407C)	377,0	kg	668,7	668,7	
Refrigerant (R410A)	817,9	kg	1 707,4	1 142,6	
Refrigerant (R449A)	13,2	kg	18,7	27,5	
Refrigerant (other)	154,6	kg	328,9	328,1	
<b>Sum tonne CO2</b>			<b>4 946,2</b>	<b>4 377,4</b>	

SCOPE 2	Amount	Unit	Location tonne CO2	Market tonne CO2	Comment
District heating	123,4	GWh	6414,2		
District cooling	15,2	GWh	379,3		
<b>Electricity Market-based</b>					
Electricity from hydropower	151,180763	GWh	0		
Average renewable energy	25,5534850	GWh	0		
Other sources	31,91974600	GWh	9 499,1		
<b>Electricity Location-based</b>					
Electricity	208,7	GWh	14 981,4		
<b>Sum tonne CO2</b>			<b>21775</b>	<b>16292,5</b>	

SCOPE 3	Amount	Unit	Calc tool tonne CO2	Penguin tonne CO2	Comment
<b>Staff commute</b>		NA NA	4 805,9	4 805,9	All staff, survey from 2011
<b>Waste</b>					
Municipal waste		NA NA	1 236,5	1 236,5	
Food Waste		NA NA	4 211,0	4211,0	
<b>Business travels</b>					
Air travel - Domestic	199 869,1	km	27,2	61,8	
Air travel - Shorthall	156 699,4	km	14,9	44,2	
Air travel - Longhall	13 795,5	km	0,7	3,8	
Car travel (non-electric)	157 194,9	km	28,3	28,3	
Car travel (electric)	9 616,5	km	0,1	0,2	
Fuel consumption diesel	22 769,1	liter	58,7	103,1	
Fuel consumption gasoline	2 311,6	liter	6,4	9,5	
Fuel consumption biodiesel	27,1	liter	0,0	0,0	
Fuel consumption biodiesel HVO	0,0	liter			
Fuel consumption bioethanol	0,0	liter			
Fuel consumption gas	13,2	m3	0,007	0,0	
Bus travel	20 406,7	km	0,5	1,6	
Train travel	102 951,4	km	0,0	0,1	
Boat-/ferry travel	1 508,2	km	0,2	1,3	
<b>Laundry (outsourcade)</b>		NA NA	2 566,3	2 566,3	
<b>Scope 1&amp;2 residual</b>		sum sum	3 186,8	3 186,8	"Market-based"
<b>Sum tonne CO2</b>			<b>16 143</b>	<b>16 260</b>	

## Including & Supporting Employer

Due to the Pandemic we had to decrease our staff in all departments and in order to help our beloved pre - employees we created a digital employment agency to support them to find a new workplace.

Also we created a digital community where we posted news about potential positions in our own company. Together with employment agencies we made a deeper cooperation in order to support each other to enable people to find new positions.

## Customer Feedback

The guests' feedback is extremely important to us. We also include guest satisfaction on sustainability, giving the hotels an incentive to also focus on guest communication in their sustainability work.

The index is enclosed to the financial reports, ensuring an increased focus and greater integration of sustainability work. The result from our customer survey, the total scale of NPS is 0-10.

- 2020 8.43
- 2021 8,32

## EAT - Food Platform

All our chains have food concepts, guidelines and procurement routines in place to ensure compliance with our food platform. Our biggest partner is EAT. EAT will contribute to collaboration, and encourage politicians, scientists and businesses to go in the same direction.

Our corporation is focusing on the following areas: Less food waste, Less red meat, more fruit and vegetables, Increased amount of certified produced food, Sustainable fish and seafood, No red-listed animal species, only sustainably produced palm oils.

## Climate Fund & Green Stay

We and our guests would want to travel in the future. It is therefore our goal to ensure this is done in the most climate friendly way. But we have a long way to go. We want to fuel the transition to a carbon neutral travel industry. Not by planting trees, calling ourselves carbon neutral, but by investing in green solutions our company needs.

This transition will cost. We will fund the green transition through a climate fund. The fund will finance new sustainable solutions for our company and the travel industry. We have a cooperation with Climate Point supporting us in this development.

Our guests can contribute to this by using Green Stay. Green Stay means that if you stay more than one night at a hotel your towels and linen will not be changed. From that Nordic Choice hotels saves 15 sek that are put in the fund. This fund has been developed during 2021.

## Certification & Membership

During 2020 and 2021 Nordic Choice Hotels has been certified according to environmental standard ISO 14001:2015.

## Trading

All trade agreements with central suppliers include specific environmental requirements based on our sustainable minimum requirements and CoC for suppliers. All suppliers are assessed based on some degree of environmental requirements. G4-EN33 (management system).

Monitoring of existing suppliers, environment. We have an action plan for existing, central suppliers, based on our own assessment of the suppliers' efforts within environmental and social responsibilities.

## Bribery & Corruption

Our business must be operated free of bribery and corruption. We have guidelines for employees and suppliers, focusing on bribery and corruption. Results, legally enforceable verdicts (G4-SOS). Legally enforceable verdicts in 2020 - 0 and 2021 - 2.

## Whistleblower

We shall have good procedures in place to handle both internal and external whistleblowers. A good whistleblower process will enable us to solve issues at an early stage if improper behaviour is revealed.

We have ethical guidelines for employees and suppliers, focusing on our whistleblower procedures and why whistleblowing is important.

The whistleblower feature is accessible for everyone on our website. What we have achieved 0 whistleblowing warnings were received in 2020 and 2021.

## Safe Stay

Safe Stay is a programme designed to create awareness, togetherness, transparency and trust through the loyalty of our guests. You might have heard about our Guest Controller programme which ran during the pandemic period where our loyal guests have conducted numerous inspections at our hotels in Scandinavia.

1169 safe stay inspections have been completed since the beginning of the program. The Safe Stay program will be changed into a new concept by 2023.