

# If Environmental Report *2017*



Relax, we'll help you.



## About THIS REPORT

This is If's 9<sup>th</sup> annual environmental report in which we summarize If's environmental footprint and performance. The reporting period is 1 January 2017 – 31 December 2017. The information in this report covers If's operations in Finland, Denmark, Norway and Sweden.

We would appreciate your feedback on this report. For more information about If's environmental management program, please contact Philip Thörn, Sustainability Manager.



*If's investment in efficient wood-burning stoves plays an important role. Many households worldwide use traditional three-stone fires for cooking. A three-stone fire equals burning 400 cigarettes per hour and releases toxic smoke and emissions inside the home, in particular affecting women and children. In Tanzania, as a result of inhaling the fine particles in the smoke emitted from poor-quality stoves, around 19,000 people die annually from heart disease, cancer and lung problems. Most of them are women and children.*

*Due to the decreasing wood demand in efficient wood-burning stoves, it is estimated that 525,000 trees have been preserved.*

# CONTENTS

If's highlights over the years..... 4  
CEO message..... 7  
Highlights 2017..... 8  
About If..... 9  
Targets..... 10  
Environmental management ..... 11  
If's environmental policy ..... 12  
This is important to us..... 13  
Customers..... 14  
Suppliers..... 17  
Employees..... 20  
Climate change ..... 25  
If Environmental data..... 29

## If's HIGHLIGHTS *over the years*

- If's environmental strategy was developed
- If's environmental policy was implemented

2008

- List of 100 activities designed to lead to a greener If
- Meeting management program implemented to reduce travel
- Climate impact accounting according to Greenhouse Gas Protocol guidelines

2009

- The '100 environmental action points' list completed
- Start of If's green procurement program: If in Sweden and Norway became members of Buy Ecolabelled Network
- Environmental training for all new employees
- Published If's first environmental report summarizing activities and performance 2008-2009

2010

- Global environmental responsibility through carbon offset, CDM project in India
- If in Finland and Denmark became the first members of the local Buy Ecolabelled Network
- If launched Europe's first eCustomer centre in Lysaker in Norway
- Launched insurance product for liabilities based on the Norwegian Nature Conservation Act

2011

- If in Denmark launched vehicle insurance whereby the price of the insurance is determined by the amount of CO<sub>2</sub> emissions from the vehicle as well as driving habits
- Green Tenant Award 1<sup>st</sup> prize to If's office in Gothenburg
- Turku office was certified as WWF Finland Green Office

2012

- If's office in Espoo was certified according to WWF Finland Green Office standard and If's office in Gothenburg was approved as a Green Building
- Energy declarations and action plans were developed for 28 of If's largest offices
- Air travel was reduced by almost 40% since 2007
- If introduced an environmental insurance based on an EU directive, in Sweden and Finland. Denmark introduced this insurance in autumn 2014. Norway introduced it in late 2012

2013

- The Commercial business area in Norway launched three new environmental-related insurance products
- If published an annual report called 'The Heat is On', based on IPCC's 5th assessment report
- A collaborative project on climate change adaptation and insurance developed a web-based visualization tool for homeowners called VisAdapt™
- If in Norway tested an initiative whereby customers who were claiming on their car insurance had the option of being given a bicycle to keep instead of renting a car while theirs was being repaired. This was a success and 650 bicycles were delivered in 7 weeks
- If changed to more environmentally friendly multi-machine printers and decreased the number of printers by 20%

2014

- If was voted Member of the Year in the Danish Swan network, 'Netværk for Miljømærket Indkøb'
- Continued to improve If's ClimateWise score. This year by 7%, placing If 9<sup>th</sup> in the overall ranking
- The office in Oslo, Norway, achieved 'Miljøfyrtårn' certification
- If arranged climate conferences for both public and private customers
- If became the insurance provider for Nabobil.no
  - Norway's largest car pooling operator
- Achieved long-term target of reducing emissions of CO<sub>2</sub> by 50% compared to 2008 levels

2015

- Started to report CO<sub>2</sub> emissions from If's investments
- If became a member of Nollzon, which creates a greater demand for electric taxi
- If in Denmark established collaboration with electric vehicle car sharing company Green Mobility
- Revamped e-training course concerning environment for all employees
- Produced ClimateWise report and If was ranked number 11 among the companies in Europe
- If and CICERO together published an opinion article concerning the challenge of climate change in Aftenposten, Norway

2016

- Speaker at two ecolabelling network meetings in Denmark
- Produced a video on how to support responsible procurement in cooperation with Network for Sustainable Procurement in Finland
- Appointed a Sustainability Manager who will start in the beginning of 2018
- Produced ClimateWise report and If was ranked number 9 among the member companies in Europe
- Launched internal campaigns in order to encourage bicycle commuting, recycling and reuse of clothes and reduction of food waste
- Participated in the Almedalen Week in Sweden

2017



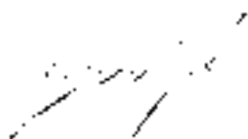
# CEO *message*

2017 has been a harsh reminder of the wake-up call in 2016 that the fight against climate change is far from over. World temperatures continue to rise, and there has been a record number of extreme weather events. Projections show that carbon emissions are still increasing, despite global efforts. In the middle of the year, the US government pledged to withdraw from the Paris Agreement on climate change. However, other governments are stepping forward to fill the leadership vacuum, along with individual states of the USA, cities and corporations. The renewable energy sector continues to grow, and sustainable investments are increasingly on the agenda.

As an insurance provider, we can already see the consequences of climate change, and we are actively working with risk management, preventive measures and evaluation. Extreme weather events lead to increasing insurance costs all over the world, as we have experienced this year, and the trend is ongoing. The awareness within the insurance industry, as well as in the business sector as a whole, is growing rapidly. There is also an encouraging level of commitment from society with regard to efforts towards ensuring a sustainable future.

It has now been two years since the Paris Agreement, and 173 of the 195 parties to the UN convention have ratified the deal, including most major emitters. Major corporations are increasingly taking action and are considering sustainability and climate impacts when making investments and decisions. During the One Planet Summit meeting, held in Paris in December 2017, the insurance industry stated its full commitment to contributing to the fight against climate change and the development of long-term solutions.

We have accomplished a great deal since our first environmental report in 2010. Our impacts have been reduced, our ambitions progressively increased, and we have increased our portfolio of environmentally conscious products and services. These efforts will continue as we strive towards a sustainable future. We hope that this report will inspire and encourage you, and that you will enjoy reading about our work in 2017.



Torbjörn Magnusson  
CEO, If P&C Insurance AB

# HIGHLIGHTS 2017

IF'S CARBON FOOTPRINT IN 2017 IS 8,799 TONNES OF CO<sub>2</sub>e — WE HAVE DECREASED OUR CO<sub>2</sub>e EMISSIONS WITH

**57%**  
SINCE 2008

IF HAS REDUCED ITS USE OF OFFICE

**PAPER**

WITH 65% DURING THE PERIOD 2012-2017 — THIS EQUALS TO ALMOST

**5,400**  
SAVED TREES

DURING 2017 APPROXIMATELY

**2,000**

MOBILE PHONES AND 160 COMPUTERS WERE

**REPAIRED**

AND BROUGHT INTO USE AGAIN

**AIR TRAVEL**  
CONSTITUTES

62% OF IF'S TOTAL CARBON FOOTPRINT — WE HAVE

**DECREASED**

OUR NUMBER OF

**FLIGHTS**

WITH 32% SINCE 2007



IF PURCHASES

**100%**

RENEWABLE ELECTRICITY FOR ALL NORDIC OFFICES — AS A RESULT, 5,142 TONNES OF CO<sub>2</sub>e EMISSIONS HAVE BEEN

**AVOIDED**  
IN 2017

THE NUMBER OF ECUSTOMERS IN THE 'PRIVATE' SEGMENT HAS

**INCREASED**  
BY **269%**

DURING THE PERIOD 2014-2017 — THE PERCENTAGE OF E-INVOICES IN VEHICLE CLAIMS HANDLING ON A NORDIC LEVEL IS ABOVE 90%

**ENERGY**

USE IN IF'S NORDIC OFFICES HAS DECREASED WITH

**33%**

DURING THE PERIOD 2012-2017

**3,713**

TONNES OF REUSED

**METAL**

AND PLASTIC PARTS WERE USED IN VEHICLE REPAIRS IN 2017

IN 2017, WE OFFSET OUR CARBON FOOTPRINT THROUGH A

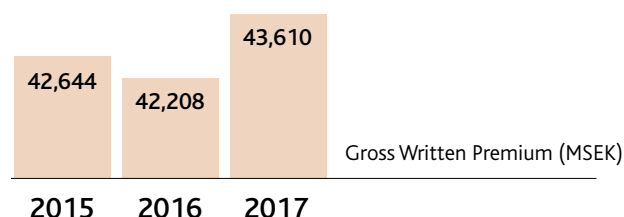
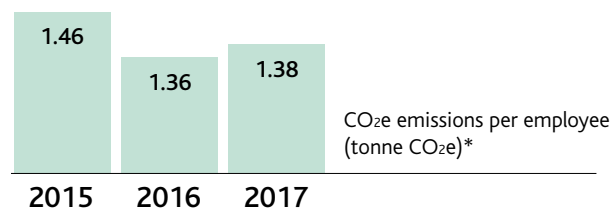
GOLD STANDARD VER PROJECT CALLED ENVIROFIT TANZANIA



# ABOUT IF

Company name..... If (If P&C Insurance AB)  
 Countries of operation..... Finland, Denmark, Norway, Sweden, Estonia, Latvia and Lithuania  
 Head office..... Barks väg 15, Solna, Stockholm, Sweden  
 Markets..... Non-life insurance solutions for individuals, businesses and international industrial enterprises  
 Number of customers..... 3.66 million  
 Number of employees ..... 6,367  
 Total emissions 2017 ..... 8,799 tonnes CO<sub>2</sub>e

## Key figures



\*Includes If's Nordic operations: Finland, Denmark, Norway and Sweden.

## If's mission

If offers attractively priced insurance solutions that provide customers with security and stability in their business operations, housing and daily life.

### CORE VALUES

#### Easy to reach and relate to

It is easy to get in touch with If and its personnel. If's products and services are easy to understand.

#### Dedicated

If takes the initiative and cares about me.

#### Reliable

If keeps its promises and helps me when needed.

#### Forward-thinking

If is in the forefront of development and continuously creates new insurance products and services.

## Services

If offers an extensive range of insurance solutions and services, from personal car and home insurance cover to customized global insurance programs for international industrial enterprises.

## Organization

If is a property and casualty insurance company with an integrated Nordic business organization. The Nordic offices all share supporting functions such as IT, HR and Information. We are part of the Sampo Plc group which is listed on the Helsinki Stock Exchange. If's operations are separated by business areas such as Private, Commercial, Industrial, and Baltics.

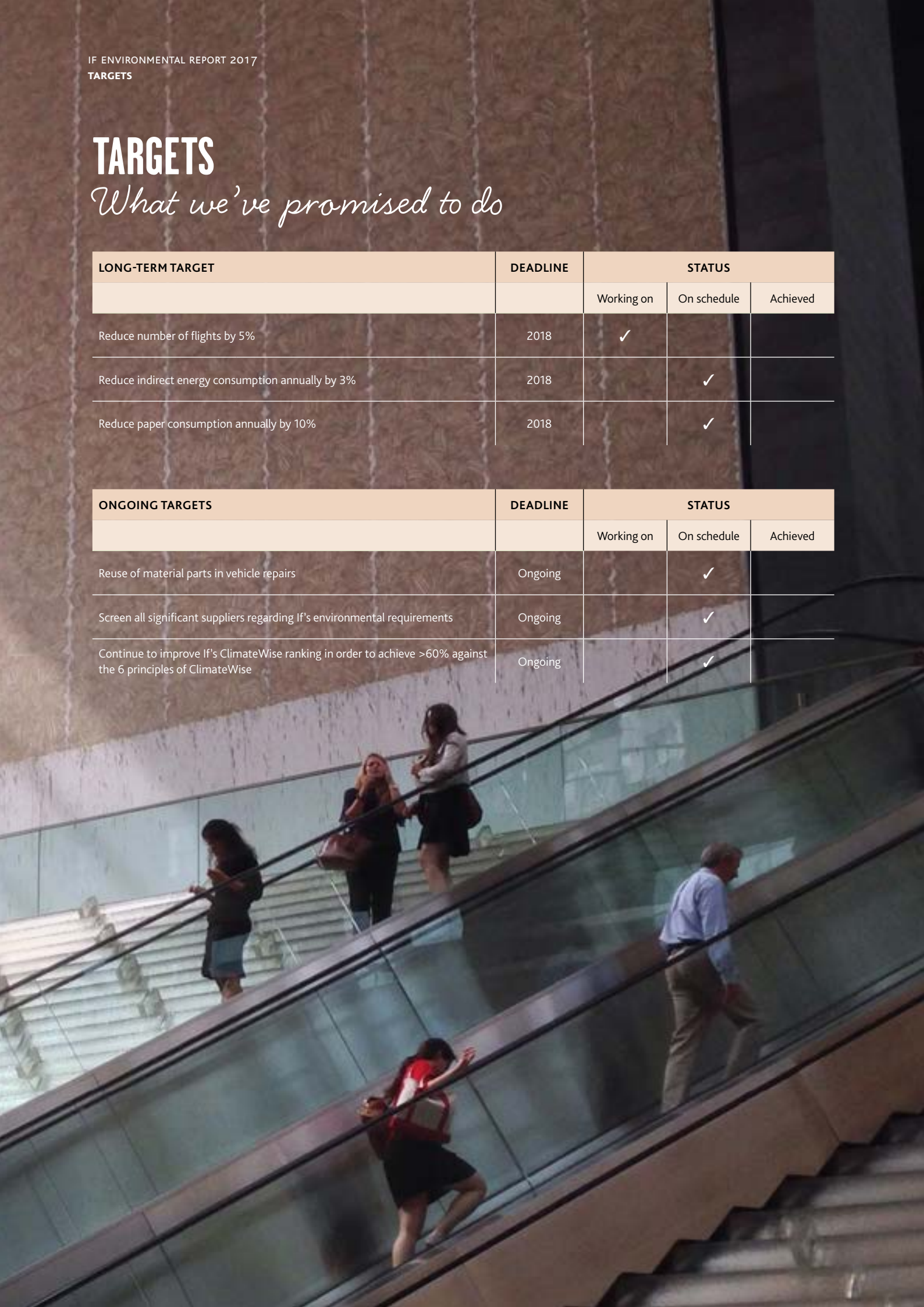
In total, If's market share amounts to approximately one fifth of the Nordic market. If is one of the leading insurance companies in Sweden, Norway and Finland, with market shares of 18%, 21% and 23% respectively. In Denmark, where the market is more fragmented, If is the sixth largest company with a market share of 6%.

# TARGETS

*What we've promised to do*

LONG-TERM TARGET	DEADLINE	STATUS		
		Working on	On schedule	Achieved
Reduce number of flights by 5%	2018	✓		
Reduce indirect energy consumption annually by 3%	2018		✓	
Reduce paper consumption annually by 10%	2018		✓	

ONGOING TARGETS	DEADLINE	STATUS		
		Working on	On schedule	Achieved
Reuse of material parts in vehicle repairs	Ongoing		✓	
Screen all significant suppliers regarding If's environmental requirements	Ongoing		✓	
Continue to improve If's ClimateWise ranking in order to achieve >60% against the 6 principles of ClimateWise	Ongoing		✓	



# ENVIRONMENTAL *management*

*Our environmental objective is to satisfy customers by reducing our environmental impact and contributing to a sustainable future. Our Steering Group for the environment developed an environmental strategy in 2008, defining our environmental policy and goals and establishing a basis for the approach to minimize our environmental impact.*

*Our core values remain intrinsic to the strategies we develop to manage our environmental impact. Our approach is to minimize our environmental impact through increasing internal awareness and offering appropriate training and support.*

## *Dedicated* **ORGANIZATION**

The **Environmental Steering Group (ESG)** establishes our environmental strategy and overall goals. It has eight members, three of whom are members of If's executive board. Each member represents a different business area and country.

The **Nordic Environmental Group** is responsible for the management and follow-up of implementation of all the environmental measures regarding facilities and procurement.

**Local Environmental Groups** formulate local action plans and arrange activities for improving awareness of environmental issues. These groups are in place at most larger offices.

## **KEY** *environmental* **ISSUES**

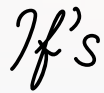
- Climate change
- Environmental impact from claims handling
- Travel and meeting management
- Energy consumption
- Waste minimization
- Training and awareness

## **TOOLS AND POLICIES**

- Environmental policy
- Procurement policy in line with Nordic Ecolabel procurement guidelines
- Supplier assessment principles
- Climate impact accounting tool based on Greenhouse Gas Protocol standard
- ClimateWise platform for best practice and exchange of ideas
- Environmental rules for claims handling

## **COMMUNICATION AND AWARENESS-RAISING**

- Customers – environment-related activities in each country of operation, information on website
- Suppliers – dialogue during environmental assessments and communication regarding If's environmental goals and requirements
- Employees – receive training on environmental issues, environmental days and campaigns.
- External stakeholders – campaigns, funding research on climate change
- Owners – environmental reporting, ClimateWise reporting



# ENVIRONMENTAL POLICY

---

*On a daily basis, If considers its impact on the environment and takes substantial measures to ensure this impact is positive both now and in the future:*

- We always endeavor to find the best possible environmental solution – for our customers, suppliers, partners and our company.
- We are developing products, processes and damage prevention services in order to help our customers act in a more environmentally friendly manner.
- We encourage and support our suppliers and partners in their efforts to use more environmentally friendly methods in their operations.
- We must always give our staff the opportunity to act in an environmentally friendly way through the provision of guidelines and support.
- We must always provide information about environmental risks and participate actively in the public debate concerning climate change.

# THIS IS IMPORTANT

*to us*

---

## ACTIONS AND MEASURES

- Increase internal awareness of environmental issues and offer appropriate training and support as needed.
- Minimize waste arising from our operations and reuse and recycle waste when possible.
- Minimize the consumption of energy, water and raw materials in our operations and reuse and recycle when possible.
- Ensure that insurance claims are managed with minimal impact on the environment.
- Apply an environmental perspective to the development of our products and services, in order to ensure maximum advantage to our customers and other stakeholders.
- Promote environmental initiatives through our socially-focused activities.
- Ensure that all local, national and international regulatory obligations that pertain to our operations are fulfilled.



## CUSTOMERS

**We are developing products, processes and loss prevention services in order to help If's customers to act in a more environmentally friendly manner.**

We work with risk, safety and protection on a daily basis and therefore know which solutions best increase our customers' safety whilst minimizing environmental impacts. Our priority is to help our customers to manage risks and provide support when accidents occur. By providing If's customers with guidance on how to prevent losses, we help them both to save money and to protect the environment.

### **Prevention is better than cure**

Loss prevention is the most important issue we discuss with our customers. We provide information on our website on the page 'Advice and tips'. This serves as the primary reference point for advice and documentation regarding loss prevention. Readers can find information on measures, such as how to prevent fire, burglary and water damage at home. The site also provides information on how to adapt homes to a changing climate via the tool VisAdapt™. It is not possible to measure how many claims we have avoided thanks to If's loss prevention activities, but we monitor how often people visit If's loss prevention web page, watch If's safety instruction films, download material and acquire safety products and services.

Furthermore, we offer house risk inspections to private customers and actively promote the development of traffic safety, fire and crime prevention through own research and through If's work in

organizations such as Brandskyddsföreningen, Stöldskyddsföreningen and Trygg Trafikk.

However, when a loss occurs, we focus our efforts on making the repairs as convenient and efficient as possible while mitigating the negative environmental impact. We have implemented rigorous programs to reuse materials and serviceable parts in the repair process and we require If's repair suppliers to comply with stringent environmental performance standards.

### **We try to reuse and recycle as much as possible from damaged cars**

Our goals are to increase recycling and to reuse undamaged parts instead of disposing them. We handled approximately 563,000 damaged cars and 405,000 properties in 2017. Damaged materials and waste could have an adverse impact on the environment if not managed correctly. During the year, we continued our work with the policy program focusing on reuse and minimization of waste.

Currently the major challenge is to increase the level of customer awareness. We still need to put a lot of effort into explaining why it is better to reuse undamaged spare parts rather than replace them with brand new parts. One argument is that using brand new parts to repair a car creates additional CO<sub>2</sub>e emissions that could otherwise be avoided.



	Plastic parts		Metal parts	
	Plastic repairs (tonne)	Used parts (tonne)	Alignment (tonne)	Total (tonne)
2007	148	761	2,365	3,274
2008	164	791	2,301	3,256
2009	169	876	2,161	3,206
2010	171	817	2,313	3,301
2011	178	745	2,302	3,225
2012	189	806	2,151	3,146
2013	194	823	2,301	3,318
2014	190	843	2,190	3,223
2015	177	829	2,247	3,253
2016	180	1,003	2,253	3,436
2017	195	1,112	2,406	3,713

Motor: Reused plastic and metal parts

We take our environmental responsibility seriously and require that the contractors who repair damaged vehicles comply with high standards regarding the reuse of undamaged spare parts. We are also strict about monitoring the contractors' compliance. We have a similar policy program to increase the recycling of materials from damaged property and we monitor and review how well waste has been sorted from damaged sites.

### Digitalization

The e-insurance services combine environmental thinking with a modern approach to communication and customer satisfaction. We have been using e-invoices since 2001 and have been sending offers via e-mail instead of paper to our customers since 2004. Since the autumn of 2011, this service has included providing online services to If's private customers. The number of eCustomers in the 'Private' segment increased by 269% during the period 2014-2017.

The 'Private' business line has made an electronic customer account the default for all new customer accounts, and also continues to make it easier for existing customers to move towards electronic communication. One challenge we face is that not all processes are allowed to be handled electronically according to current laws and regulations.

#### 1 Did you know?

25 tonnes is the average amount of CO<sub>2</sub> emitted from a household fire. 300 kg is the amount of CO<sub>2</sub> emitted due to water damage, the most common damage in the homes of our customers. In the vast majority of cases water damage is preventable.

Source: Insurance Sweden

#### 2 Did you know?

In 2017, we recycled approximately 1,200 tonnes of waste from damaged property in Norway. This contributes to roughly 400 tonnes of avoided CO<sub>2</sub>e emissions.

#### 3 Did you know?

Since 2004, If has been publishing a professional journal on risk management and loss prevention called 'Risk Consulting'. This magazine is distributed to various subscribers and is available online.

### Case: Nabobil car pooling

In 2015, If entered the sharing economy by becoming the insurance provider for Nabobil.no, Norway's largest car-pooling operator. Car-pooling is interesting from an environmental perspective as it reduces the number of privately-owned cars on the roads. One shared car can replace up to 10 privately-owned cars, which results in a significant reduction in environmental emissions and noise pollution.

### Case: Green Mobility

During 2017, If continued the collaboration with the electric city car sharing company Green Mobility in Denmark. If insures the electric city cars and a hub for two city cars was established on If's parking area in 2016. It is now possible to use these cars for travelling between If Stamholmen and Kastrup Airport, where a second hub has been established.

### Words from a customer

Even Gausen is the CEO of Farbu & Gausen, a construction machinery firm and long-standing client of If Insurance's services.

What can you say about your relationship with If?

"If has been our insurance provider since Farbu & Gausen was founded in 1998, so needless to say we are very satisfied with the partnership and the high service quality."

How important is it for your company to have a good insurance company?

"In our line of business, health and safety aspects are crucial. A reliable and professional insurance provider is therefore a must. In this regard, If has always shown great responsiveness and speed when handling our matters."

Do you think companies like If have a role to play in driving sustainability?

"Yes, large companies definitely have a great impact on the environment and the society as a whole. In my view, If is not only a company but also a community builder and an important positive force for a sustainable local society, supporting different environmental, social, cultural and health initiatives."

E-insurance helps to cut down on paper consumption and enables customers to access their documents on their laptops and smartphones. Using a simple log-in system, customers can access a complete overview of their insurance matters, anytime and anywhere. What's more, they can order e-invoices, adjust payment preferences and sign new agreements online.

As part of our overall digitalization of communication, If Denmark uses e-Boks as an electronic post box to communicate with its customers. The plan is to further increase electronic communication in all the Nordic countries.

Since 2016, commercial customers have also been able to obtain insurance documents in a digital format. As yet, not all customers have been offered e-documents, but early indications show that commercial customers overwhelmingly prefer digital communication to communication by paper. Combined with an increased effort to improve e-insurance services, we have offered e-documents on a wider scale during 2017 to the majority of our commercial customers.

**Case: To use instead of own**

We offer our customers the opportunity to rent a child safety seat from us instead of buying one. If's child safety seat package includes all three seats that your child needs. As your child grows, so do the seats, ensuring that he or she always has a size- and age-appropriate seat. By renting a child safety seat, customers contribute to the reuse of equipment that would otherwise become quickly useless as

the child grows. However, we need to further improve the environmental benefits of this offer; we need to reduce the environmental impact of shipping and production.

**Case: Insurance product for liabilities**

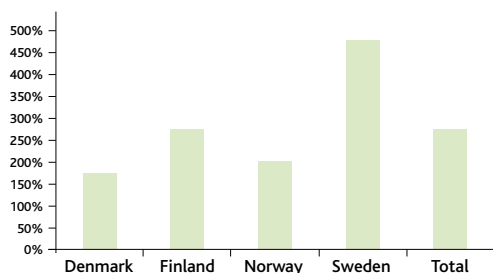
The insurance product for environmental liability, which was originally introduced in Norway, is now available in all Nordic countries. The company insurance product addresses damage to the natural environment and is based on the Norwegian Nature Conservation Act.

**Case: Fire week in Norway**

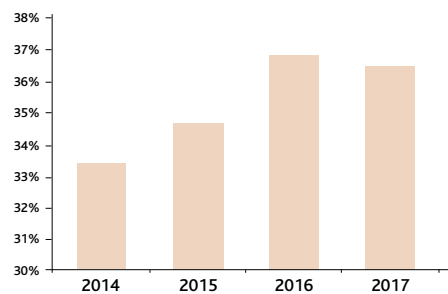
For the thirteenth consecutive year, Norsk brannvernforening, If and Direktoratet for samfunnssikkerhet och beredskap (DSB) held a fire protection week event in September 2017, engaging 260,000 participants. Over 350 towns and cities invited the local citizens to participate in open days at their local fire stations. In addition, a number of 462,000 Norwegians participated in the Nasjonal brannøvelse, an event to improve fire safety in schools, day care centres, public institutions, offices and private homes. In 2016, If launched 'Brannleken', an interactive and fun game for smartphones and tablets where families can practice their fire drill together. Thousands of people have now tested the tool.

**Case: Mobility City**

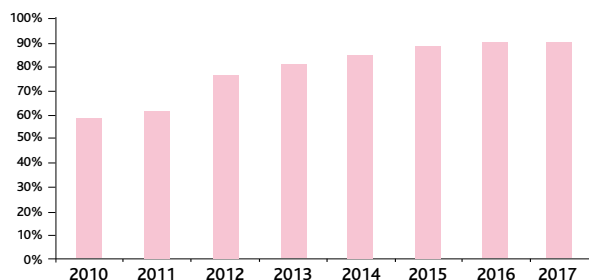
If participates in the local business network of Mobility City under the Greater Copenhagen Project Loop City. The goal of this project is to improve the daily commuting infrastructure. The main activity is to establish a light city rail system in a circle round Greater Copenhagen to improve the accessibility to common transportation solutions and as a result decrease the number of cars.



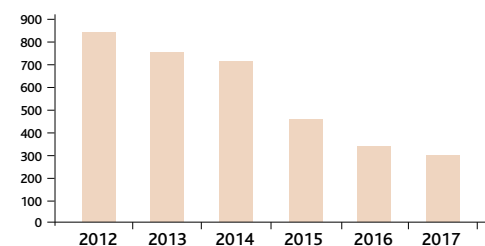
Increase in number of eCustomers 2014-2017



Percentage of online claim reports from the Private insurance business area at a Nordic level



Percentage of e-invoices in vehicle claims handling at a Nordic level



Total paper consumption (tonnes), including copy paper, printed material and marketing material



# SUPPLIERS

**We encourage and support our suppliers and partners in their efforts to use more environmentally friendly methods in their operations.**

Together with our suppliers, we handle approximately 563,000 cases of car damage and 405,000 cases of property damage each year. The choice of suppliers can have a significant effect on our impact on the environment. Through strict environmental requirements and collaboration with suppliers, we generate synergies that contribute to mutual success and environmental benefits. Our aim is to ensure that the products we use and the claims we handle have a minimal impact on the environment.

## **Environmental responsibility in supply chain and procurement practices**

Our procurement policy and principles form the basis for our work with environmental responsibility in If's supply chain and in contractual practices. We have established clear principles for selecting products. We regularly assess If's suppliers and contractors to ensure that all products comply with our requirements. Everyone involved in a procurement process must take relevant environmental aspects into consideration in the decision-making process.

We prioritize environmentally sound alternatives and take the full life cycle of a product into consideration. In addition, products and services that are certified according to existing ecolabel criteria or an environmental management system should be preferred. The type of ecolabel that is accepted may vary depending on the product category. If there is no ecolabel for a specific product category, we apply product environmental guidelines from national authorities e.g. the Swedish Society for Nature Conservation.

### **Words from a landlord**

How does KLP Eiendom work to secure sustainable properties to its tenants?

*KLP Eiendom AS is a commercial property actor that manages, develops and operates our own properties. Our dedicated employees focus on follow-up with tenants, reducing energy consumption and having a high degree of waste sorting in our buildings. We are engaged in 'Road Map 2050', a project initiated by the European Climate Foundation with the aim to achieve a low-carbon economy.*

Tell us a little about If's office in Trondheim. Are there any good examples of sustainable solutions or initiatives?

*If rents more than 3,000 square metres of office space where over 200 employees are working. It is a thorough open office solution fitted with sound proof glass as office interior and carpet tiles on the floor. The waste management system is well organized for recycling.*

How do you see If as a tenant and as a responsible company?

*We perceive If as a company that takes corporate responsibility. They have a solid reputation as a serious company thanks to ongoing follow-up of energy consumption, waste sorting, conducting employer surveys and more. If seems to be a company that strives to create a workplace where everyone should thrive.*

### **Case: Buy Ecolabelled**

*Buy Ecolabelled is a business network under the Nordic Ecolabel promoting environmentally sound production and consumption. The network focuses on guidance, sharing ideas and connecting companies that want to reduce their environmental impact from purchased products and services. Membership in the network has helped us to implement the procurement policy and improve the practice. Furthermore, we have developed better knowledge of environmentally friendly products for the benefits of both the environment and the general health of the population.*

*If in Sweden and Norway have been members of the local networks since 2010. The network is actually so useful that when we discovered in 2011 that it was not established in Denmark and Finland, we applied to become the first member in order to help establish the local networks. The networks in Denmark and Finland were launched in 2012. We have been involved in a number of coordinated activities with the Swan label in various cities. In 2017, If in Finland produced a video on how to support responsible procurement in cooperation with Network for Sustainable Procurement.*

**Case: Nordic ecolabelled cleaning services**

*ISS is If's main supplier of cleaning services in Norway and Sweden. Since 2015, ISS's services are carrying the Nordic Ecolabel.*

**Case: Nollzon**

*In 2016, If became a member of The Swedish Campaign for Zero Emissions, Nollzon. Nollzon aims to make our cities more clean and quiet. When a taxi is ordered by If, electric vehicles will automatically be prioritized. The membership aims to increase the demand for electric vehicles and in addition reduce the CO<sub>2</sub>e emissions on our roads.*

## Contractors

If's priority is to ensure that waste and materials from repair processes are managed in the best possible way. We therefore place high environmental and health-related requirements on our contractors who carry out repairs. We insist on very close and transparent cooperation with all suppliers and we regularly monitor their compliance with our requirements.

## Property repairs

We collaborate with approximately 450 contractors in order to ensure fast claims handling for If's customers. Contractors handle If's first inspection at the accident site. Thorough process documentation and high process quality are essential to ensure that customers' claims are handled correctly. Since 2012, we have been using a project process tool (In4mo) for all contractors. This web-based communication tool can be accessed through mobile phones or tablets, giving the claims handler immediate access to all necessary information. This tool ensures an efficient and streamlined process for property damage claims handling at every stage and enables all contractors to comply with If's process requirements. By not being dependent on an office, each contractor now averages one more customer meeting per day. It also means that information reaches our claims handler faster and the overall processing time is shorter. The system helps speed up the handling process for each customer and minimizes travel and paper consumption, resulting in a smaller carbon footprint.

## If's procurement policy

A product that meets most of the following criteria should be preferred:

- Sustainable and possible to repair.
- Energy-efficient.
- Recyclable.
- Produces a minimal amount of waste.
- Carries an ecolabel or environmental certification.

## Concerning supplier selection and contracts, the following principles have been adopted:

- We apply a defined method for evaluating the significance of environmental aspects in every procurement process.
- All significant suppliers are required to have implemented an environmental policy.
- An environmental clause regarding If's environmental goals is included in all significant supplier contracts.

In 2017 we continued to increase recycling and to reduce the amount of mixed waste from property repairs. In terms of sustainable development, waste minimization is probably the most important issue. We therefore aim to take an active role in ensuring that our contractors minimize waste from repairs. In order to reduce adverse environmental effects, we have focused on improving waste transportation and introduced lighter containers and alternative solutions, such as industrial bags in densely populated areas.

When rebuilding, we strive to use proper environmental materials. All contractors must follow our guidelines for waste material separation as well as strict national legislation regarding construction.

**Case: iSEKK**

*Every year, tens of thousands of iSEKK industrial bags containing bulky waste are transported around central Oslo. About 5,000 of the bags are used in damage restoration activities related to If. Previously, individual contractors*

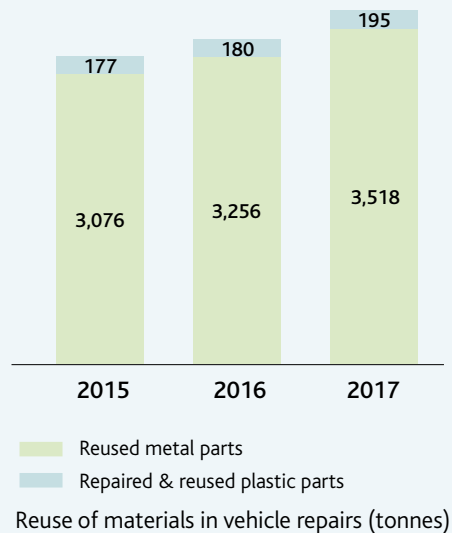
### If's requirements on contractors in property repairs

- Follow an environmental policy and all necessary legal permission.
- Follow If's environmental policy.
- An environmental plan and environmental manager for each repair assignment.
- Process documentation and reporting through If's project documentation tool In4mo.
- Waste from repairs is sorted and recycled.
- Use If's recommended supplier of waste management services in respective countries.

	Reused metal parts	Repaired & reused plastic parts
2009	3,037	169
2010	3,130	171
2011	3,047	178
2012	2,957	189
2013	3,124	194
2014	3,033	190
2015	3,076	177
2016	3,256	180
2017	3,518	195

### If's requirements on contractors in vehicle repairs and dismantling

- Environmental and quality management system according to ISO 9001 and ISO 14001.
- Report compliance with the European Commission's directive regarding prevention of waste from end-of-life vehicles (ELV Directive).
- Follow If's environmental policy.
- Efficient transportation of vehicles and spare parts.
- Documentation of repair processes and methods, through the repair calculation systems Cabas, DBS and Autotaks.
- Report the amount of reused and recycled parts.



were responsible for removing the bags. As a result of a collaborative effort between If and iSEKK AS, some 3,400 unnecessary trips are avoided, thereby reducing carbon emissions. As well as in Oslo, this scheme is in operation in Stavanger, Bergen and Trondheim.

### Vehicle repairs

We have stringent environmental requirements for vehicle repair and property repair contractors. Spare parts must be reused and recycled. Monthly follow-ups are conducted regarding the amount of undamaged parts that are reused and the quantity of repaired plastic parts sent for reuse. Instead of using brand new spare parts, we reuse thousands of tonnes of plastic and metal each year. Together with our contractors we create operational synergies for efficient techniques and logistics for the collection and distribution of used spare parts.

### Case: Minimizing waste project

In 2012-2013, If was part of a reuse project with Swedish Car Recyclers Association, Swedish Transport Sector Association, Bilretur Car Recycling, Stena Recycling and Laga (web-shop for used spare parts) to reduce waste from vehicle repairs and increase the reuse of high-quality spare parts. The project has now become a permanent initiative called Rep Dels Returen, supported by the actors of the projects.

The purpose is to reuse more plastic parts, which are often removed and discarded by the workshops that dismantle end-of-life vehicles, instead of using brand new parts. This is beneficial from both an environmental and an economic point of view. It also helps to generate employment since workshops can charge for repairing the plastic parts. Most important of all, the repair technology that is currently available results in high-quality end products.



## EMPLOYEES

**We always give If's staff the opportunity to act in an environmentally friendly way through the provision of guidelines and support.**

There are over 6,000 people working at If, and each one of them is an environmental ambassador. It is our sincere hope that by increasing environmental awareness in the workplace, our employees will also make environmentally conscious choices outside the office. Together we are able to create an organization where everyone works as a team to improve the environment and promote a sustainable future. We provide our employees with guidelines and support to inspire and encourage them to make environmentally sound choices.

### **Meeting instead of traveling**

We have seen a rapidly growing interest in virtual meetings since their introduction in 2003. Today, If's Nordic offices have 94 rooms with video meeting facilities. User friendliness, clear guidelines and internal video support have contributed to the success. Almost 1,300 video meetings are held every month.

All employees have a fully-integrated online chat and live meeting program, i.e. Skype for business, on their computer. Being able to simultaneously converse and share presentations and documents makes online meetings a viable alternative to physical meetings. Virtual meetings have many benefits, including reducing travel costs and environmental impacts as well encouraging a better

work-life balance. The number of video meetings have slightly decreased since last year, but this can partially be explained by an increase in the number of Skype meetings. The average number of Skype meetings per month in 2017 was 2,300.

### **Focusing on training and awareness**

As part of their introduction, all new employees are introduced to how environmental responsibility is integrated into processes and operations. We also offer all employees an e-learning course in environmental responsibility.

We have developed an e-learning course for managers, focusing on how to make meetings more efficient and environmentally friendly, including choosing the right type of meeting (physical, video, online) and defining responsibilities for meeting participants. Additional information on how employees can reduce If's environmental footprint at work and at home is available on If's internal website and on posters in If's offices. Members of Group Services environmental group have completed studies concerning environmental steering.

We are continuously seeking ways to avoid unnecessary travel in our operations. The process of vehicle claims is almost fully remote. In addition, our vehicle claims inspecting employees have all completed eco-driving courses.



### Employee engagement through theme weeks

We believe that environmental responsibility is everyone's responsibility. If has participated in the Earth Hour campaign organized by WWF since 2008. We annually arrange theme weeks that focus on environmental responsibility. Employees are given regular opportunities throughout the year to learn how to minimize paper use and reduce waste through simple measures. We work continuously with energy efficiency in our premises. We develop the possibilities for organizing video conferences, strive to have environmental certifications for our office buildings, and switch to LED lighting at our offices.

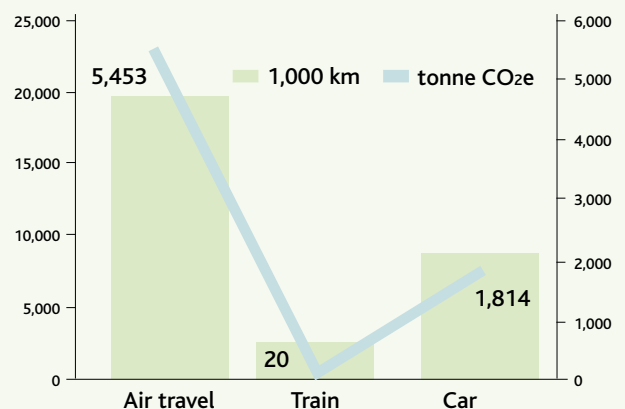
### Every major office has a local environmental group

Every larger If office with 100 employees or more has its own local environmental group which aims to create an environmentally sound workplace. We currently have 14 local environmental groups throughout the Nordic region. Our aim is to make caring for the environment easy. If employees feel there are ways in which we can improve If's environmental credentials, they are encouraged to put their ideas in the Suggestion Box or contact the local environmental group.

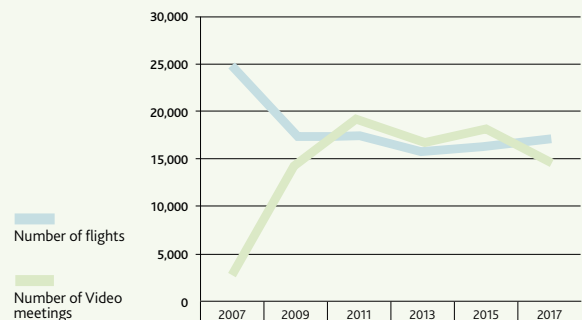
The local environmental groups develop local environmental management plans, arrange theme weeks and implement recommendations suggested by employees. Focus areas for 2017 included e-learning courses, energy declarations, screening of suppliers, energy saving, reducing paper use and green procurement. Furthermore, the local environmental groups form part of a larger network in which the members can collaborate.

### Office environmental management programs

Most of our larger offices have an environmental management program, specifying what we do to reduce the environmental impact of If's operations; from green procurement and recycling to training and awareness. The environmental program in each



Travelled distance compared with CO2e emissions



Annual development of flight travel and video meetings, 2007-2017

- The number of flights has decreased by 32% between 2007 and 2017
- A new e-learning course was developed during autumn 2016 and was promoted during 2017
- We conduct approximately 1,300 video meetings and 2,300 Skype meetings each month

office is developed and implemented by the local environmental groups.

Measures for improving energy efficiency (e.g. upgrading ventilation systems, thermostatic control and LED lighting), optimizing office space and minimizing waste are central parts of the environmental management programs. We have continuous dialogues with If's landlords on how we can increase energy efficiency. On several locations If has moved to new and more energy-efficient buildings. Energy use in If's Nordic offices decreased by 33% during the period 2012-2017.

**Case: Green Office Finland**

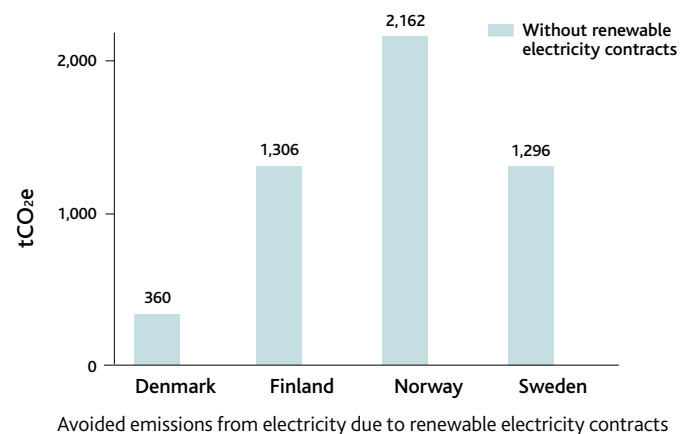
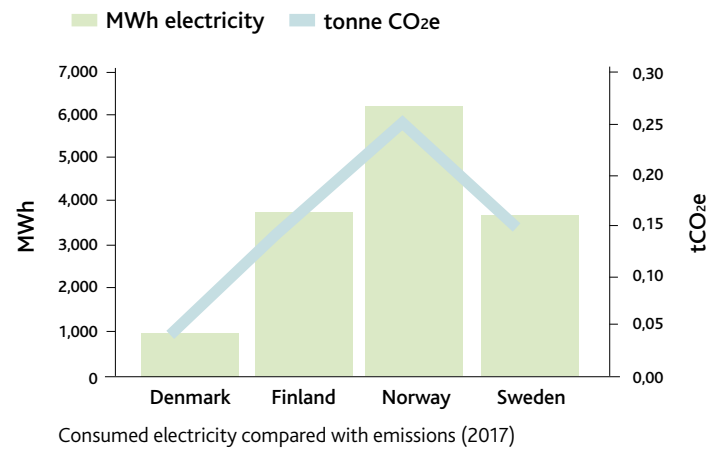
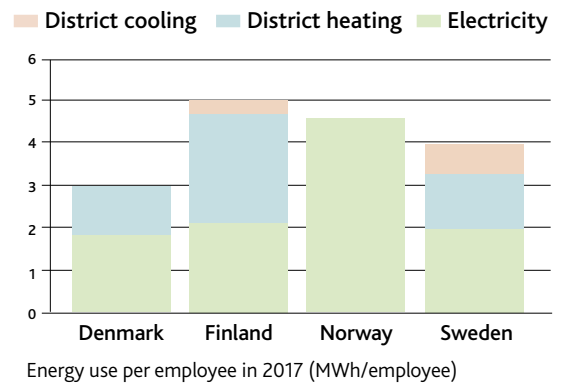
If's offices in Espoo and Turku, comprising 89% of If's Finnish employees, participate in WWF's Green Office network. Green Office motivates office staff to act in an environmentally friendly way with regard to everyday tasks and aims to improve environmental awareness and reduce costs, benefiting both the members and the environment. Compared with 2013 levels, If's offices have reduced their energy consumption (district heating, electricity and district cooling) by 1,131 MWh. 69% of the office supplies purchased were either ecolabelled or classified as environmentally friendly.

**Case: Green Office Norway**

If's office in Vækerø, Oslo achieved the environmental certification 'Miljøfyrtårn' in 2015. In 2017 an enclosed, roofed bicycle parking was set up outside the Vækerø office.

**Did you know?**

Since 2013, If has purposefully chosen to procure renewable electricity in all Nordic countries. In 2017, this commitment resulted in 5,142 tonnes of avoided CO<sub>2</sub>e emissions.



**Words from an employee**

Hanna Siili is working as a Service Specialist at If's office in Turku, Finland. She started her career at If as a trainee seven years ago.

What is it like to work at If?

"I enjoy working at If. There are great opportunities for career advancement, but at the same time the work atmosphere is relaxed, and work-life balance is respected."

What has been most challenging?

"I have been working part-time since I became a mother two years ago, and sometimes it can be difficult to perform all the tasks in a more limited amount of time. On the other hand, my managers and colleagues are always helpful and support me in the best possible way".

As an employee, do you feel that sustainability is important at If?

"Sustainability is a key priority at If. Our ambitious environmental and climate work has primarily been led by the Nordic Environmental Group and progress is being made throughout all If's offices. In my organization, we are always looking for environmental friendly solutions, for example in our renovation projects – we are all proud of finding more sustainable solutions by recycling and refurbishing".

## Green IT

Using modern technology and solutions in our IT systems improves functionality and helps us to reduce the environmental impact of If's business-related activities. We take pride in not only using IT smartly, but also using smart IT. In 2015 we moved several key platforms to the cloud and in 2016 our cloud service journey continued. Cloud services are scalable, flexible and cost- and energy-efficient. Our focus has been on solutions for information sharing and communications, such as e-mail, calendars and project and departmental information-sharing solutions. Cloud services can reduce emissions by up to 90% compared with in-house solutions.

Another focus area has been to improve If's video meeting solutions as part of a meeting management program. All users are now able to make phone calls and conduct phone and video meetings directly on their PC. The easy-to-use mobile app to access live phone meetings has made these solutions very popular.

As well as improving If's IT systems, we are also working actively to reuse and recycle electronic

equipment (computers, screens, phones, etc.). In 2017, we recycled 2,100 kg of computers and brought 160 computers back into use. During 2017 approximately 2,000 mobile phones were repaired and brought into use again. This is an important measure in reducing If's environmental impact. To illustrate this, the manufacture of one computer uses 1,500 litres of water, 2,100 kWh of electricity and produces approximately 700 kg of CO<sub>2</sub>e emissions.

This year we have been actively involved in a bank and insurance industry network for improving the sustainability component in IT purchasing.

From 2013 through 2017, we reduced the number of office printers and introduced more energy-efficient multi-machine printers with a lower environmental impact. The printers have a so-called 'follow me' application that helps us measure paper and energy consumption.

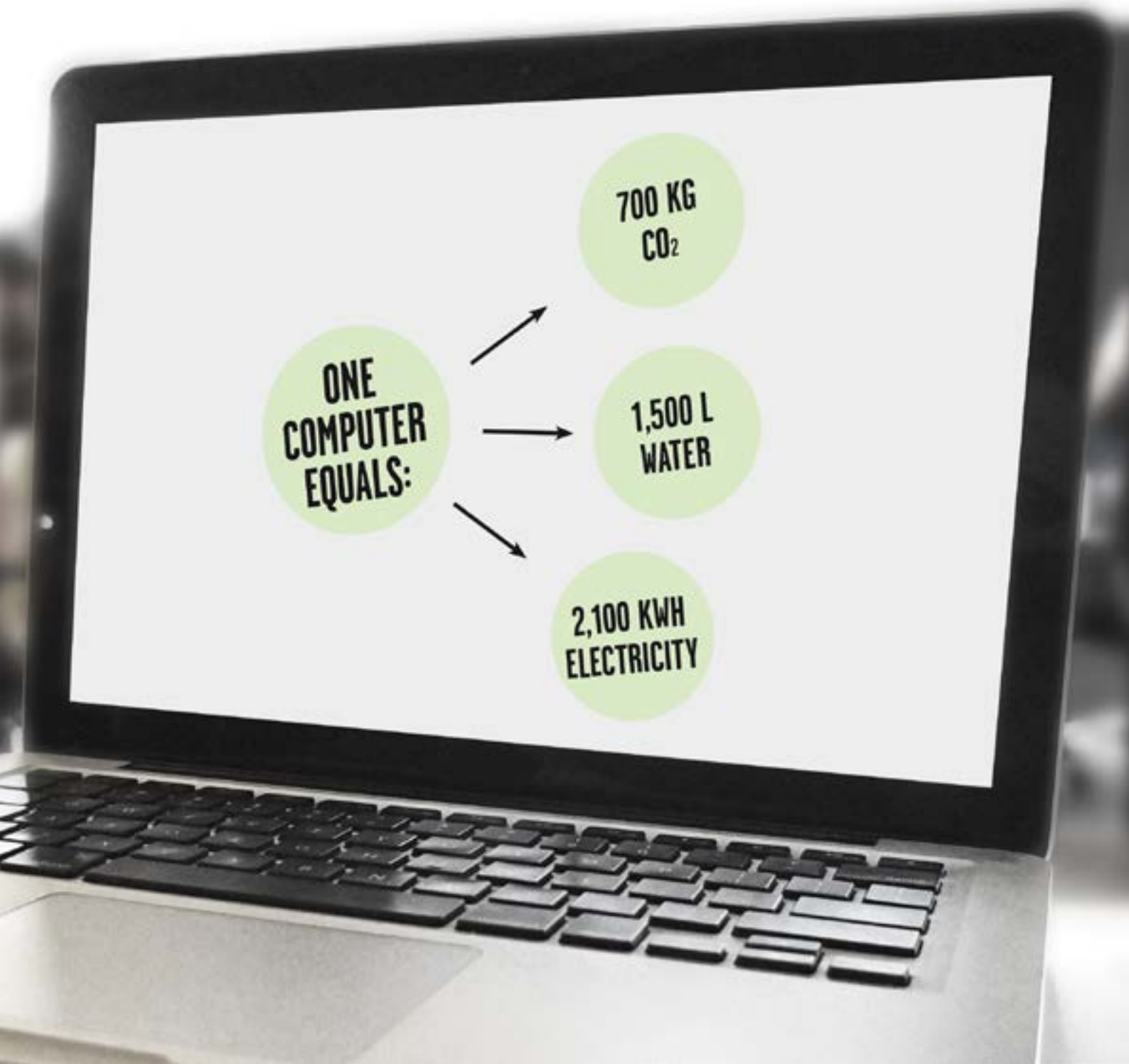
### Did you know?

*In 2017 all If's Nordic offices saved 1,632 boxes of copy paper. The annual paper reduction is equivalent to almost 3 million of paper sheets or 588 trees. Consequently, the number of transports has been reduced.*

## Activities that demonstrate how we manage the environmental impact from If's offices:

- 14 local environmental groups
- Targets and action plan
- Environmental tips on the internal website
- Many of the employees have attended a course in environmental responsibility
- Developed e-learning course for sorting waste
- Improved e-learning course for efficient meetings
- Video and online meeting solutions
- If is part of the industry organization CER's environmental group in Sundsvall, to share knowledge and create new initiatives in the area
- Annually participation in WWF's campaign Earth Hour
- Environmental theme weeks
- Green procurement through the network Buy Ecolabelled
- In 2013/2014 If installed new multi-printer machines with 'follow me' solution installed in all Nordic offices. It resulted in 20% fewer printers and a decreased copy paper consumption of 54% from 2013 to 2017
- Printers pre-set for double-sided printing
- Reuse and recycling of electronic equipment
- Recycling and reducing mixed waste. Some offices have already removed all conventional bins and only have recycling stations (implementation is in progress)
- Most of the purchased office equipment is either ecolabelled or environmentally
- All cleaning in Norway, Sweden and the two biggest offices in Finland, Espoo and Turku is Swan-labelled and in Finland the supplier is ISO 14001 certified
- If's canteen in Sarpsborg is Swan-labelled and If's canteen in Copenhagen is certified organic
- Implementing energy-efficiency measures in cooperation with If's landlords
- Energy declarations, including action plans for 40 of If's largest offices
- Use of green electricity in all If's offices in Denmark, Sweden, Norway and Finland
- Moved into more energy-efficient buildings and improved energy efficiency in a number of offices
- If's Copenhagen office is certified as 'good' under the BREEAM scheme
- If was voted Member of the Year 2015 in the Danish Swan network 'Netværk for Miljømærket Indkøb'
- The office in Oslo, Norway, has the 'Miljøfyrtårn' certification

**If recycles 2,100 kg of  
computers each year.**





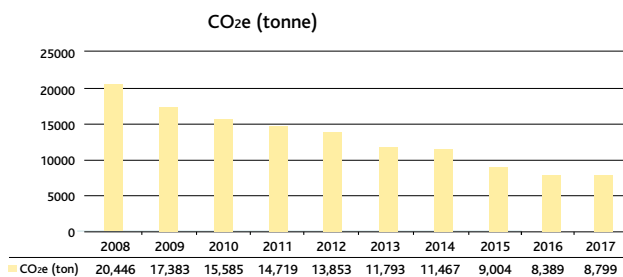
# CLIMATE CHANGE

**We provide information about environmental risks and participate actively in the public debate concerning climate change.**

Climate change is currently the most prominent and discussed environmental challenge. As research continues to show, a substantial increase in the average world temperature is likely to occur by the end of the century. This would mean catastrophic environmental, social and economic consequences for society and the insurance industry. If's aim is therefore to be a frontrunner in the management of risks from climate change. In order to achieve credibility in the marketplace, we must also 'walk the talk' and minimize the CO<sub>2</sub>e emissions from our own activities.

## Climate impact accounting

The total amount of direct and indirect CO<sub>2</sub>e from Nordic operations in 2017 was 8,799 tonnes (see page 29 for detailed results). Purchased energy contributes to 15,5%, mobile combustion from If's own vehicles equals 1,5% and business travel (air, train and car) to 83% of If's total measured impact. Of all the means of transportation we use, air travel has the largest impact per travelled kilometre, which makes it the most significant source of emissions. We follow the Greenhouse Gas Protocol guidelines in If's climate impact accounting.



- If has decreased CO<sub>2</sub>e emissions by 57% since 2008
- In 2017, If offsets 8,799 tonnes CO<sub>2</sub>e through a Gold Standard VER project
- 100% of all electricity purchased by If comes from renewable resources

## If's actions

If's offices in the Nordic countries participate actively in the local debate on climate change and its consequences. Our activities and commitment to reduce CO<sub>2</sub>e emissions and mitigate climate change are divided into six categories, according to the six principles of ClimateWise;

ClimateWise is a cooperative network founded by a number of insurance companies throughout the world with the goal to raise awareness about all aspects of climate change. The network was founded in 2006 and is managed in cooperation with the University of Cambridge Programme for Sustainability Leadership.

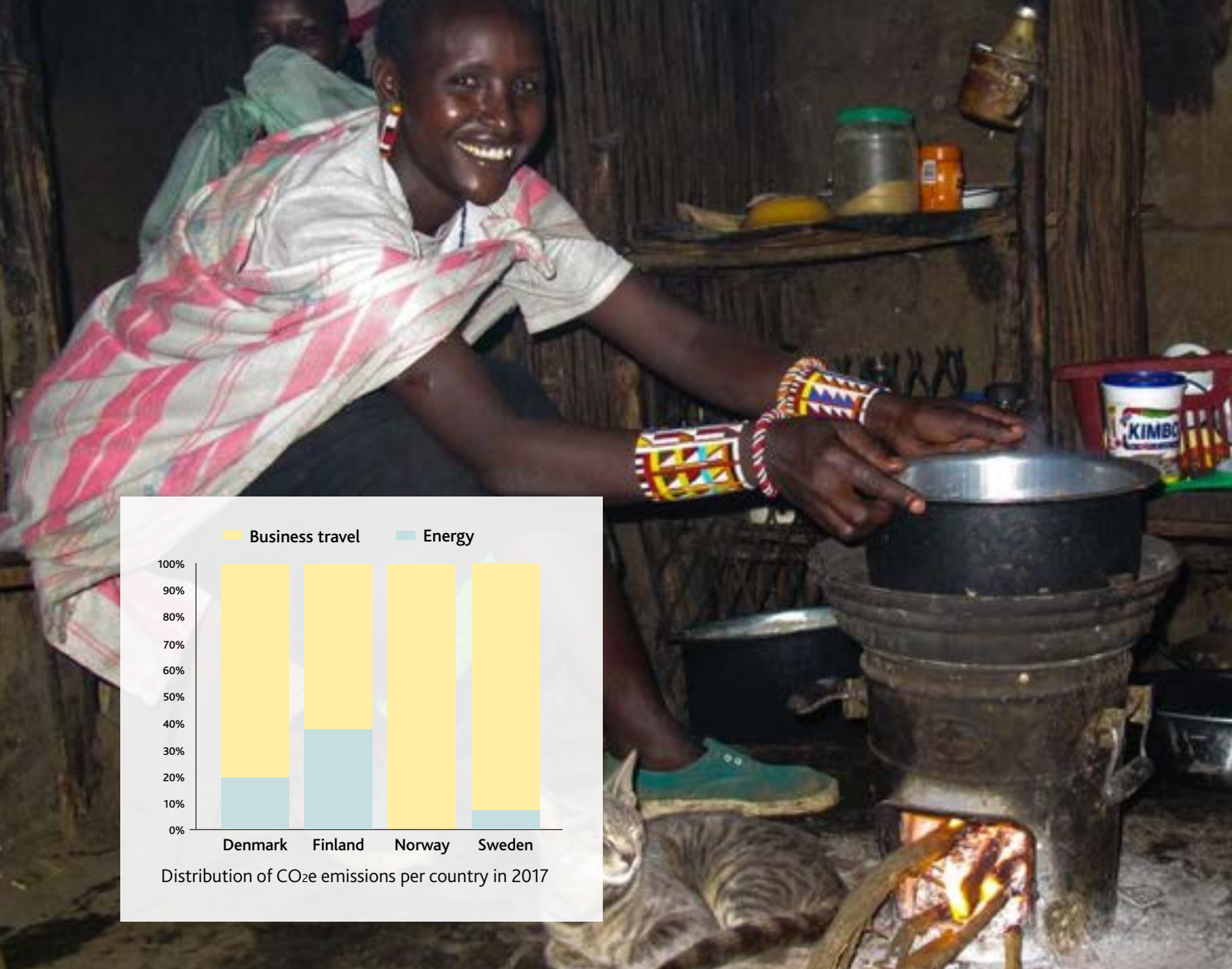
- Lead in risk analysis,
- Inform public policymaking,
- Support climate awareness among customers,
- Incorporate climate change into investment strategies,
- Reduce climate impact from If's business, and
- Report If's impact and actions.

In 2017, we were placed 9<sup>th</sup> in the ranking for reporting companies in Europe. Furthermore, our deputy CEO is an elected member of the ClimateWise Insurance Advisory Council since June 2016. If's former Head of Public Affairs was an elected member of the ClimateWise Managing Committee from May 2016 until December 2017.

## Research

We are seeking new ways to combat climate change. Research provides the essential input for mapping risks and opportunities driven by changes in regulation, physical environment and socio-economic and other climate-related developments.

In 2012, we entered into a partnership to support research into increasing Nordic homeowners' capacity to adapt to climate change. A website, <http://visadapt.info/>, was launched in the autumn



of 2014 as part of this project. The partnership comprised three insurance companies, If and an advisory group. The CEO from each participating insurance provider was active in signing the project. The project has two objectives; the analysis of claims data to identify insurance-relevant climate change impacts and vulnerability, and the development of a web-based visualization tool for lay people and professionals.

Through If's membership in the Norwegian Insurance Federation, we are engaged in a collaborative research project with Norwegian cities to improve methods and preparedness to manage climate-change-related risks. By providing claims statistics, we help identify the most critical issues and risks related to climate change. We help finance national and regional weather and catastrophe forecasting through our participation in the Norwegian natural perils pool.

As a member of the national Insurance Associations in Sweden and Denmark, we participate in research used to ensure and improve adaptation to climate change.

### Public policymaking

We participate in the public debate regarding climate change and its consequences and have a continuous dialogue with policymakers. The purpose is to share knowledge and increase awareness among policymakers about climate-change-related risks in the Nordic countries and the role of the insurance industry in combating these issues.

Through If's membership in the Nordic Insurance Federations, we participate in an advisory board appointed by the Danish Minister for the Environment. We contribute with expertise in risk management, climate resilience and adaptation issues in the policymaking process.

In Norway, we are part of a committee appointed by the Norwegian government focusing on climate resilience and improving infrastructure capacity to handle increased rainfall. Our role is to contribute with expertise in climate resilience and adaptation issues in the policymaking process.

### 1 Did you know?

If supports and participates in a number of research projects in the Nordic region:

#### Byg-Erfa

We represent the insurance industry in the Danish construction organization Byg-Erfa.

#### Centre for International Climate and Environmental Research (CICERO)

If is a member of the CICERO Climate Panel in Norway, participating in research focusing on climate change.

#### SINTEF

If is contributing to Scandinavia's largest independent research organization, SINTEF.

#### Nordic Centre of Excellence for Strategic Adaptation Research (NORD-STAR)

If has co-funded the research project NORD-STAR, which focused on climate change adaptation in the Nordic countries.

### 2 Did you know?

In 2017, If together with Insurance Sweden, for the third year in a row conducted a survey in order to map the Swedish municipalities' work on climate adaptation. The survey results formed the basis for a comparison and ranking of the municipalities' work on climate change adaptation.

### 3 Did you know?

If acts to influence decision-makers to reach wise long-term resolutions. One such example is If's push to ensure community planners take into account the risks of rising sea levels when assessing building permit applications for locations close to lakes and sea shores.

#### Case: Climate research project

If is together with the Research Council of Norway supporting a five-year research project, SUPER, which is carried out by climate researchers at CICERO.

SUPER explores whether large changes in short-duration extreme precipitation is to be expected in large cities in the near, medium and long-term future. Large cities and highly populated regions are vulnerable to the changes in such extreme precipitation, due to complexities in the infrastructure. Sudden flooding and erosion can quickly lead to large economic and social costs. If supports this important project and contributes to the work of finding meeting places for climate research and the finance industry to exchange experiences and understand climate risks.

#### Case: Green bond a climate-related investment

If has participated in green bond investments in both Sweden and Norway. In Sweden, If participated in an investment initiative whereby the City of Gothenburg borrowed 500 MSEK in a so-called 'green bond'. Green bonds offer the same yield as other investments with similar conditions. Since the investment is earmarked for environmental purposes, investment in these bonds also contributes to a better environment and greater awareness of climate-related challenges and solutions.

In June 2016, If invested 160 MSEK in a green bond emitted by the bank SBAB. This is the first green bond emitted by a Swedish bank. The bonds' net proceeds will finance energy-efficient and environ-

mentally certified housing constructions. The Green Bond concept was developed in 2007/2008 by SEB and the World Bank in response to increased investor demand for engagement in climate-related opportunities.

#### Case: Damage data input for area planning

If is involved in a project initiated by Finance Norway where damage data is collected from specific municipalities. The purpose is to test how damage data can help municipalities when planning new areas and water and drainage systems. Moreover, insurance companies in Denmark, including If, have been sharing damage data with 70% of Danish municipalities for eight consecutive years.

#### Case: CO<sub>2</sub>e emissions from investments

By following recommendations from Insurance Sweden, If has started to report emissions of CO<sub>2</sub>e from investments. The table below shows the ratio of CO<sub>2</sub>e emissions in relation to the holdings' revenues. The calculation is based on the GHG protocol and the key figure is reported as tonne CO<sub>2</sub>e / million SEK. The number is based on data on the equity portfolio holdings and the market value on December 31, 2017.

tCO <sub>2</sub> e/MSEK	Coverage of holding
9.87	78.7%

In 2016, If together with CICERO published an opinion article in the Norwegian newspaper Aftenposten. The article highlighted the challenges of climate change in big cities.

See below for examples of networks and initiatives in which we are involved.

## Carbon offset













Since 2011, all CO<sub>2</sub>e emissions arising from our own operations have been offset. In 2017, we offset 8,799 tonnes of CO<sub>2</sub>e emissions through a Gold Standard VER project called Envirofit Tanzania. More than 77% of the population of Tanzania uses firewood for cooking. 7.2 million families depend on these rapidly-depleting resources. They walk an average of 3 hours a day to collect wood and spend up to 1/3 of their annual income on cooking. The Envirofit cookstove reduces the amount of toxic emissions by 80% and the fuel requirement by 60%. This drastically improves the standard of living for the women and children. Alongside the health benefits, the children can spend less time collecting firewood and more time in school. The

project helps to slow down the rate of deforestation, as 525,000 trees are saved each year. The reduction in emissions from one cookstove per year (approximately two tonnes of CO<sub>2</sub>e) is equivalent to a 10,000 km car journey.

Collaborating with Envirofit enables us to support the distribution of thousands of energy-efficient cookstoves and make a difference for families in Tanzania and the global climate. Our ambition is to take a global responsibility and continue to fund carbon offset projects over the coming years.

The Gold Standard projects enable global collaboration in funding and implementation of emission reduction projects in developing countries. These projects reduce CO<sub>2</sub>e emissions and generate so-called verified (VER) or certified (CER) emission reduction credits, each equivalent to one tonne of CO<sub>2</sub>. The projects are funded by the purchase of such credits. Without the credits the projects would not have been financially feasible. Companies that purchase the verified or certified emission reduction credits thus use what is known as carbon offsets.

## Examples of initiatives and memberships

<p><i>The Corporate Climate Communiqù</i></p> 	<p><i>Network for climate neutral companies</i></p> 	<p><i>ClimateWise</i></p> 
<p><i>Buy Ecolabelled green procurement network</i></p> 	<p><i>WWF i Finland</i></p> 	<p><i>Earth hour</i></p> 
<p><i>Næring for klima</i></p> 	<p><i>BSAG</i></p> 	<p><i>Nätverk Hållbar IT (Sweden)</i></p> 
<p><i>Klimatpakten (Sweden)</i></p> 	<p><i>Klimaløftet (Norway)</i></p> 	<p><i>Energy saving week (Finland)</i></p> 

## If CO<sub>2</sub>e emissions summary 2016-2017 by scope

Scope 1 (direct fuel consumption and emissions by type)				
	2016		2017	
	Consumption (m <sup>3</sup> )	Emissions (tonnes CO <sub>2</sub> e)	Consumption (m <sup>3</sup> )	Emissions (tonnes CO <sub>2</sub> e)
Petrol	15	35	22	49
Diesel	43	107	34	85
Sum	59	142	56	134

Scope 2 (indirect energy consumption and emissions by type)				
	2016		2017	
	Consumption (MWh)	Emissions (tonnes CO <sub>2</sub> e)	Consumption (MWh)	Emissions (tonnes CO <sub>2</sub> e)
Electricity	14,311	1	14,618	1
District heating*	8,529	1,050	7,711	1,362
District cooling*	2,360	50	1,917	3
Sum	25,200	1,101	24,246	1,366

Scope 3 (other indirect emission sources)				
	2016		2017	
	Use	Emissions (tonnes CO <sub>2</sub> e)	Use	Emissions (tonnes CO <sub>2</sub> e)
Business air travel (km)	18,444,613	5,318	19,669,747	5,453
Business train travel (km)	2,534,395	20	2,315,831	20
Business car travel (km)	9,007,360	1,792	8,967,008	1,814
<i>Petrol (km)</i>	<i>3,208,458</i>	<i>704</i>	<i>3,180,310</i>	<i>716</i>
<i>Diesel (km)</i>	<i>5,182,296</i>	<i>1,033</i>	<i>5,467,729</i>	<i>1,075</i>
<i>Ethanol (km)</i>	<i>303,172</i>	<i>22</i>	<i>2,450</i>	<i>0</i>
<i>Biogas (km)</i>	<i>70,664</i>	<i>3</i>	<i>73,491</i>	<i>3</i>
<i>Natural gas (km)</i>	<i>70,664</i>	<i>10</i>	<i>73,491</i>	<i>12</i>
<i>Hybrid (km)</i>	<i>150,408</i>	<i>17</i>	<i>147,725</i>	<i>7</i>
<i>Electricity (km)</i>	<i>21,698</i>	<i>2</i>	<i>21,812</i>	<i>1</i>
Copy paper use (tonnes)	64	15	52	12
Sum	29,986,432	7,146	30,952,638	7,299
Total emissions, Scope 1, 2, and 3 (tonnes CO <sub>2</sub> e)		8,389		8,799

\* The difference in emissions for district heating and cooling between 2016 and 2017 is due to the use of more specific emission factors for district heating and cooling in Finland for 2017.

## If CO<sub>2</sub>e sources and emissions by country and scope 2017

	Denmark	Finland	Norway	Sweden	Sum	Denmark	Finland	Norway	Sweden	Sum
Scope 1 (direct fuel consumption by type, m <sup>3</sup> )						Scope 1 emissions (tonnes CO <sub>2</sub> e)				
Petrol (m <sup>3</sup> )	18	1	0	3	22	41	2	0	6	49
Diesel (m <sup>3</sup> )	13	3	1	17	34	32	7	3	43	85
Sum	31	4	1	20	56	73	9	3	49	134

	Denmark	Finland	Norway	Sweden	Sum	Denmark	Finland	Norway	Sweden	Sum
Scope 2 (indirect energy consumption, MWh)						Scope 2 emissions (tonnes CO <sub>2</sub> e)				
Electricity (MWh)	1,026	3,725	6,168	3,699	14,618	0	0	0	0	1
District heating (MWh)	679	4,563	0	2,469	7,711	71	1,151	0	140	1,362
District cooling (MWh)	0	438	0	1,479	1,917	0	2	0	1	3
Sum	1,705	8,726	6,168	7,647	24,246	71	1,153	0	141	1,366

	Denmark	Finland	Norway	Sweden	Sum	Denmark	Finland	Norway	Sweden	Sum
Scope 3 (other indirect emission sources)						Scope 3 emissions (tonnes CO <sub>2</sub> e)				
Air (km)	1,704,058	4,826,638	6,220,478	6,918,573	19,669,747	477	1,307	1,782	1,887	5,453
Train (km)	20,203	764,049	622,266	909,313	2,315,831	0	11	9	0	20
Total taxi & private car (km)	569,339	2,770,665	2,345,698	3,281,306	8,967,008	130	627	526	531	1,814
--Petrol	282,910	981,345	828,055	1,088,000	3,180,310	67	232	196	221	716
--Diesel	286,429	1,789,320	1,495,831	1,896,149	5,467,729	63	395	329	288	1,075
--Ethanol	0	0	0	2,450	2,450	0	0	0	0	0
--Biogas	0	0	0	73,491	73,491	0	0	0	3	3
--Natural gas	0	0	0	73,491	73,491	0	0	0	12	12
--Hybrid	0	0	0	147,725	147,725	0	0	0	7	7
--Electricity	0	0	21,812	0	21,812	0	0	1	0	1
Copying paper (tonnes)	6	18	12	16	52	1	4	3	4	12
Sum						608	1,949	2,320	2,422	7,299
Total emissions, Scope 1, 2, and 3 (tonnes CO <sub>2</sub> e)						752	3,111	2,323	2,612	8,799

## Water consumption by country

2016	Denmark	Finland	Norway	Sweden	Sum
Water consumption (m <sup>3</sup> )	3,364	12,835	13,765	15,701	45,665
2017	Denmark	Finland	Norway	Sweden	Sum
Water consumption (m <sup>3</sup> )	3,276	14,204	14,363	15,228	47,071

## Paper and printed materials by weight and by country

2016	Denmark	Finland	Norway	Sweden	Sum
Copying paper	9	23	14	18	64
Printed material	11	69	43	48	171
Marketing material	22	32	21	37	112
Sum (tonnes)	42	124	78	103	347
2017	Denmark	Finland	Norway	Sweden	Sum
Copying paper	6	18	12	16	52
Printed material	8	68	35	48	159
Marketing material	17	30	20	20	87
Sum (tonnes)	31	116	67	84	298

## Recycled and/or reused waste by country

2016	Denmark	Finland	Norway	Sweden	Sum
Recycled and/or reused (tonnes)					
Mixed waste	-	41	-	-	41
Paper and cardboard	-	95	72	63	230
Waste IT products	-	3	-	-	3
Domestic waste (bio)	-	60	25	17	102
Metal, glass	-	8	-	2	10
2017	Denmark	Finland	Norway	Sweden	Sum
Mixed waste	-	48	-	-	48
Paper and cardboard	-	94	64	61	219
Waste IT products	-	6	-	-	6
Domestic waste (bio)	-	57	26	15	98
Metal, glass	-	8	-	2	10

If P&C Insurance AB  
Barks väg 15, 106 80 Stockholm  
Phone: + 46 10 60 37 768  
Email: philip.thorn@if.se

Printed on environmentally friendly paper.



Relax, we'll help you.