



SUSTAINABILITY REPORT 2023



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The 2023 SuperOffice Sustainability Report identifies and outlines the sustainable and responsible business development initiatives we undertook throughout 2023.

The report also presents our progress in relation to our Sustainability Strategy and the targets we have set for our operations. It outlines how we look at the value chain, including how ethical, social and environmental risks are managed.

It covers the entire SuperOffice group, and follows the methodology of the UN Global Compact and the Sustainable Development Goals (SDGs). It supplements the SuperOffice Annual Report, and covers legal requirements related to sustainability and ESG topics.



SUPEROFFICE CORE VALUES

SuperOffice is a people business, and a people company. We believe that if we take care of the inside, the inside will take care of the outside! Thus, it makes sense to invest in ourselves. We build strong teams that help each other achieve our goals. This way, we respect, support, and help our customers and surroundings, as much as we do each other.

We also care about our product. We are about 250 people using SuperOffice, every single day. Hence, our own people are a great source of new ideas and improvements to make our product better for our customers.

All in all – we're pretty down to earth people. We don't make a promise we cannot keep, and we don't want to build expectations that we cannot meet.

We have found that the very best way to ensure that 'what you see is what you get', is to be true to what we care about. Our values, and of course our product, are our most important tools to help us develop the great user experience that you deserve.

Relationships that matter. Revenue that grows.



Stay sustainable

We build things to last and have a positive impact on the world – in life, in society, in relationships, and in business.



Keep it simple

We're here to simplify, and think that less is more. We cut down on the fluff and keep things smooth and easy.



Be true

We're honest. We tell it like it is and strive to build trust. If we promise, we deliver.



Put people first

We're all about relationships, both internally and externally. We work together, are always friendly, personal, and open.



Utfordre

The Norwegian word for challenge. We challenge the status quo to make things better. We think outside the box and come up with new solutions.



SUSTAINABILITY AT SUPEROFFICE

Driven by a passion for Customer Relationship Management (CRM), SuperOffice makes award winning CRM software for sales, marketing and customer service.

As a leading European CRM provider, SuperOffice is trusted and used by companies around the world. Our company was established in 1990 and has been in the forefront of digital innovation and customer experience since then. Over the past decade, we have shifted our business model from on-premise to cloud. Through the transition to SuperOffice Cloud CRM, our customers have reduced their climate footprint related to the use of our software. You can read more about this later in this report.

The main operations of SuperOffice do not contribute to significant negative impact on the environment. The input to the development of our products and services – software and consulting services – is people and knowledge. We have a Sustainability Policy that addresses how the company, our employees, and our choices will contribute to reduce climate change and improve the wellbeing of both our people and relevant stakeholders.



● Headquarter ● Other offices



OUR 2023 SUSTAINABILITY COMMITTEE

In 2020, SuperOffice announced its first Sustainability Committee, with the main purpose of making SuperOffice more sustainable.

In 2022, a new team was appointed to the Sustainability Committee for a tenure of two years, tasked with continuing our efforts within ESG, and maturing our approach in this space.

The team drives initiatives across many different dimensions of our ESG strategy, and you will find details about the various initiatives later in this report. SuperOffice would like to take this opportunity to thank the Sustainability Committee for their commitment and hard work driving our ESG agenda forward.

In the beginning of 2024, we appointed a new Sustainability Committee to further our ESG work in 2024 and 2025. We were happy to see a mix of past members continuing on and new members joining in.



Sandra Ugland
CRM Consultant



Markus Schmidt
Account Manager



Simona Bjerke
Office Manager & ESG reporting



Gaute Holmin
Application Performance Manager



Christine Hagberg
Learning & Development Specialist



Erlend Mohus
Strategy Manager and Head of Sustainability

OUR SUSTAINABILITY VISION

Contribute positively to sustainability by becoming carbon negative, promoting diversity, and being transparent about sustainability reporting.

For each of the three areas of the ESG framework, we have conducted an analysis of requirements and success factors.

At SuperOffice, we embrace diversity and are committed to fostering an inclusive workplace where everyone can be themselves and thrive. We welcome all types of backgrounds and see the importance of including multiple perspectives in our recruitment efforts and in our daily work. We onboarded our first Head of People in 2022, and have now laid the foundation for executing on our strategy for Diversity, Equity & Inclusion (DEI), which was launched in 2023.

SuperOffice follows the GHG principles for emission determination. Following an updated approach for emission calculation, our emission baseline was re-established in 2022. We aim to reduce our CO2 emissions by implementing initiatives such as reducing our overall footprint from travel, collaborating with our value chain to improve their ESG score, and pursuing sustainable software (including coding).

This will be achieved through internal projects supported by management, various departments, and the Sustainability Committee. Our emission reduction targets are submitted to and approved by the SBTi.

Signing up and complying with the UN Global Compact program is an important part of our commitment to sustainability. We report regularly on our sustainability goals and achievements by including specific and relevant measurements in our Annual Report and this Sustainability Report.



OUR SUSTAINABILITY TARGETS



Environment

- Emission reduction in line with Paris agreement
- 100% electric cars
- 100% use of green electricity for all offices
- Compensate for annual emissions



Social

- 40% gender diversity
- Measure and improve employee satisfaction
- Contribute positively to the surrounding environment
- Ensure diversity, equity and inclusion



Governance

- Publicly publish Sustainability Report
- Sustainable value chain
- Follow OECD guidelines
- 100% completion of internal ESG training

STATEMENTS FROM LEADERSHIP



Gisle Jentoft
CEO

Sustainability has always been a vital part of our DNA and business model as a CRM software company. The context has however changed over the years.

In the past, sustainability was mostly about topics related to software usability, less is more, lean, low cost of ownership for our customers, standard over custom, deliver what customers really need (no more, no less) and alike, etc. We know what it takes to build a successful CRM implementation. It's a challenging process consisting of business goals, human behavior and technology. If it's well-designed, it is called a sustainable solution. Today, these sustainability elements are obviously just as important as before, but now we reach much further than that.

We are maturing our approach to ESG, and as we mature and learn new things, we change and improve. This led us to defining a new and improved methodology for determining our emissions in 2022.

I am glad to see that the scope 1 and 2 emissions from our operations reduced significantly in 2023, in line with our commitment to The Paris Agreement and path towards our goals that are in line with the SBTi.

We are focused on increasing and improving our capabilities within this space, which is why we have both renewed and expanded the SuperOffice Sustainability Committee.

We can get far by being enthusiastic and curious in this area. But to become excellent, we are fueling our know-how with external training. This makes us better at looking from the 'outside in' on our own potential and brings our work to a whole new level.

I am extremely proud that the members of our Sustainability Committee are willing to take on these additional tasks, on top of their important daily jobs in the company.

People are still the most important assets of our business. We have launched our DEI strategy and are eager to see the results as we mature our insight also in this area.



Erlend Mohus
Strategy Director and
Head of Sustainability

As a responsible and socially engaged company and team, we look at sustainability in a greater context. Sustainability at SuperOffice is all about how we affect our surroundings, both the climate and our people, but also local communities and customers.

Following the election of a new Sustainability Committee, our main focus has been on addressing the areas where we as a company can make a real difference.

An important part of this has been to increase our own internal expertise and knowledge within specific ESG-related topics. As you will experience by reading this report, we have invested in targeted initiatives to gain a deeper understanding of our emissions, the voice of our people, and how our suppliers and value chain work with ESG.

We have launched several initiatives related to sustainability the past years, and I am very proud to see the effect of them. For example, we have increased our share of electric company vehicles from 26% to 40%, leading to a 20% reduction in our scope 1 emissions - with further reductions expected in the coming years.

People have always been, and will always be, at the center of our business. Relationships matter – both internally and externally – and it is inspiring to see the way our employees engage with each other, our customers and our wider stakeholders. In 2023, we revamped our Do Stuff That Matters initiative and placed more effort into building a people-oriented strategy for DEI. We welcomed the Mortensrud Festival as one of our partners in the Do Stuff That Matters program and are excited to see the value that the organization receives from our system. The fact that SuperOffice CRM can help local communities around us and facilitate youth creating experiences and shared memories is truly inspiring for us as an organization.

SuperOffice 2023 in numbers



Leading Northern
European CRM
provider



10 offices



18% ARR growth



~250 employees



~5 000 customers



~130 000 users



619 MNOK ARR



660 MNOK revenue

SUPEROFFICE AMBASSADORS

At SuperOffice, we know that together we are stronger.

We align ourselves with positive role models and help amplify the messages we believe in.

We are a proud sponsor of Norwegian tennis pro Casper Ruud, and the Norwegian junior superstar Nicolai Budkov Kjær.

Casper and Nicolai are both great examples of how athletes align with our values. Not only do they rank among the world's best in their segments, they are also genuine and passionate individuals who care about their local communities and make sure to use their positions for the benefit of others. A great testament to this is the Stefan Edberg Sportsmanship Award that Casper has received for his fair play, professionalism, and integrity on and off the court.

While Casper has established his position as one of the best tennis players in the world, Nicolai has had a rocket career in 2023. He finished the year ranked as the world's number three junior player, and we are excited to continue our relationship as he embarks on the ATP with the top players in the world.



Break point (Charity Edition) by David Yarrow.

In 2023, we also had the pleasure of working together with our ambassadors on their mission of giving back to the community. This was done through supporting the “Break Point” initiative that Casper launched together with FineArt and David Yarrow, collecting funds to the W foundation that helps less privileged children engage in activities and sports.



DO STUFF THAT MATTERS

Free CRM for non-profit organizations.

The Do Stuff That Matters program offers the use of our SuperOffice Cloud CRM solution to select non-profit organizations. Across all our markets, organizations are selected and/or approved by our Sustainability Committee based on a set of criteria. Once selected, the organization will have access to our Cloud CRM, as well as the possibility to leverage our CRM expertise to help them get started and cater the system to their needs.

Our aim with this program is to make a real difference by creating a more sufficient and structured work processes for organizations, with the ultimate aim of helping others and improving the wellbeing of people across the world. A few of the organizations we currently support are World Childhood Foundation, Protect Our Winters, Hanseatic Help, and Stiftelsen Sykehusbarn – and in 2023 we were happy to welcome Mortensrud Festival into the group.

To apply, please email info@superoffice.com with your organization's name, contact information and a summary of your needs and how a CRM system can help.



SUPEROFFICE SUSTAINABILITY STRATEGY AND GOVERNANCE

Our Sustainability Strategy undergoes a continuous process through analysis and determination of direction.

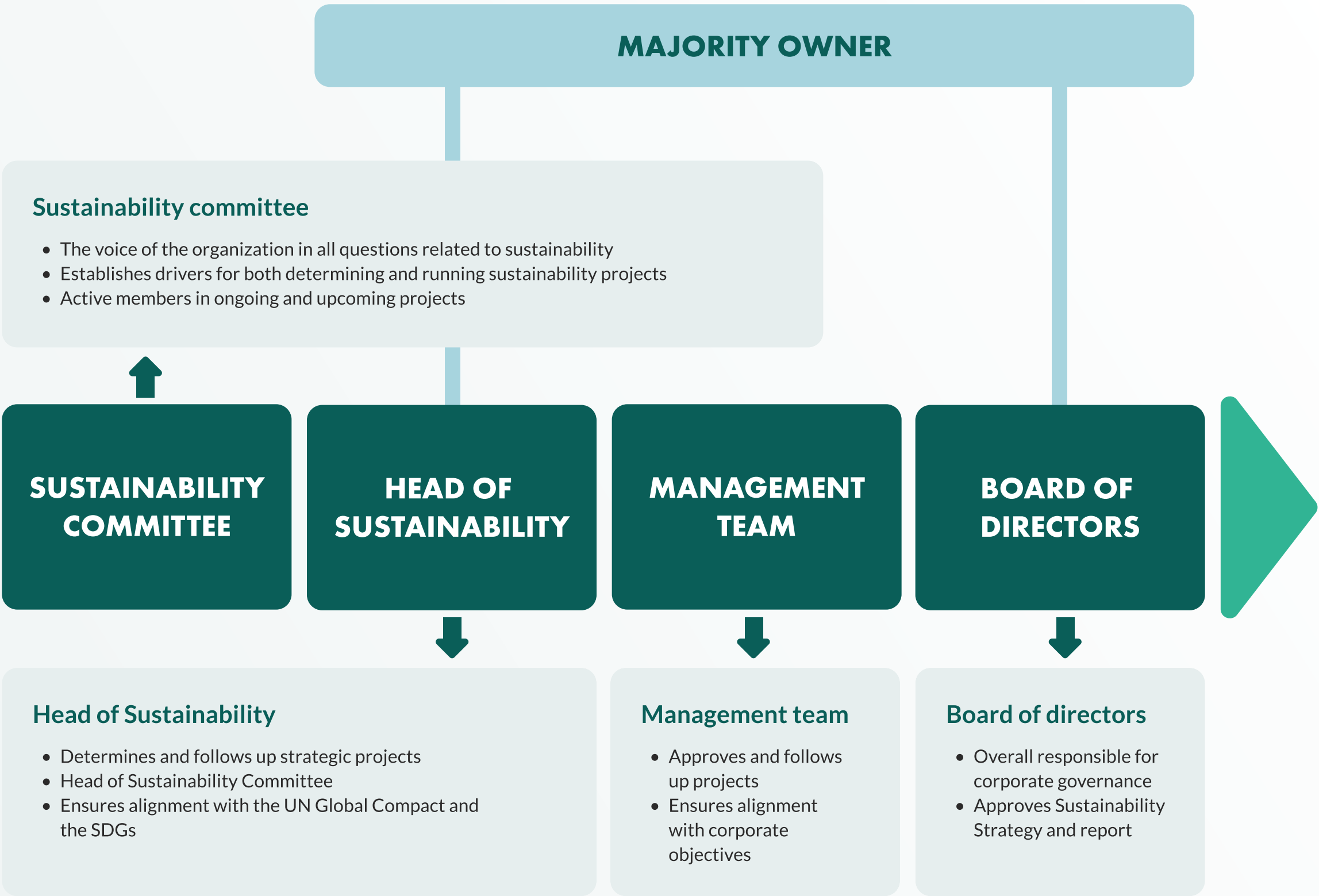
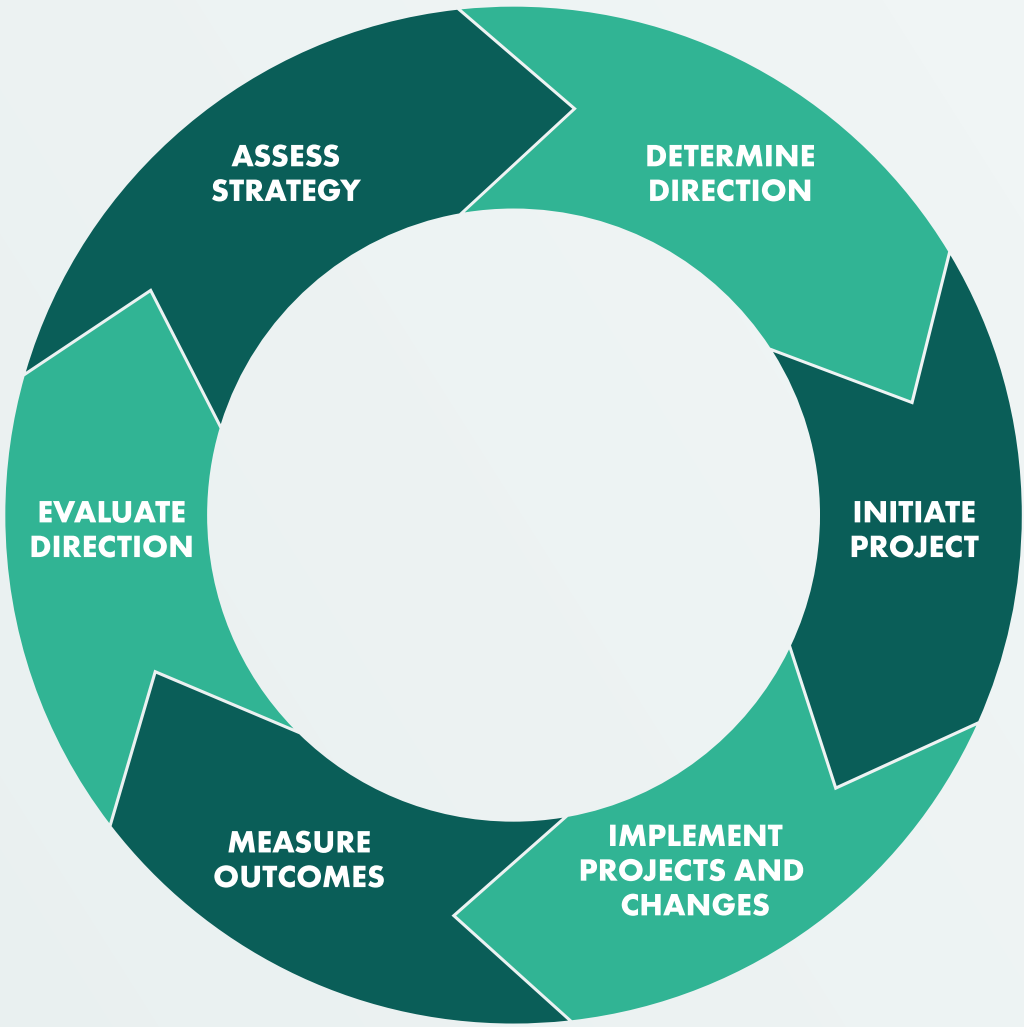
Our approach to sustainability is determined by a strategic process that includes our key stakeholders, customers, suppliers, employees, owners, and society.

Throughout the strategy process in 2023, we updated our assessment of our impact on society, employees and the climate through analyses of factors across all these aspects, as well as all our stakeholders' impact on our business.

The outcome of this process is a strong understanding of our impact, and a clear view of what factors we will focus on in order to make sure that we contribute to the wellbeing of all our stakeholders, while also minimizing our impact on climate change.

One of the key milestones in our sustainability journey has been the establishment of our sustainability governance structure. Governance will be essential to succeed in reaching our targets, though determining the right projects, following them up, and reporting on the outcomes.

The governance of our work in sustainability will become increasingly important over the next years, as we embark on our journey towards delivering on the requirements set out by the EU through CSRD. We look forward to maturing our processes even further, and making sure that we stay in the forefront of sustainability.



KEY HIGHLIGHTS FROM 2023

2023 has been an eventful year in the history of sustainability at SuperOffice. We have updated and renewed our Code of Conducts, implemented an electric car policy, launched our first internal ESG training, and refined our sustainability strategy by developing a more mature view on the timelines of our sustainability targets.

The work has mainly been conducted by our Sustainability Committee, with support from internal- and external experts. The committee consist of six members that have dedicated their time to help determining and improving how SuperOffice addresses sustainability.

2023 was also the year when we both developed, reported and gained approval on our emission reduction targets in line with the SBTi and The Paris Agreement - and we are glad to announce that in our first year, we are already well ahead of our timelines towards a 42% reduction of our scope 1 and 2 emissions by 2030.

SuperOffice works with sustainability within the Global Compact framework designed by the United Nations, and through the publication of this report, we confirm that we support the Ten Principles on human rights, labor, environment and anti-corruption.

We continue to work together with our suppliers and partners to improve our understanding of the value chain related to our operations. In 2023, we updated both our Code of Conduct and Code of Conduct for Suppliers, and we are seeing that our business partners, customers, partners, and suppliers are becoming more professional when it comes to how we all work with sustainability as a part of our respective businesses.



Codes of Conduct

Updated Codes of Conduct to include Sustainability Strategy



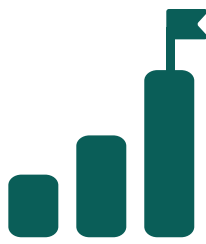
CO2 emissions

Reduced scope 1 emissions by 20%



Electric car policy

Implemented first company eCar policy



SBTi

Signed up and approved SBTi targets



Do Stuff That Matters

Relaunched group-wide CSR initiative



DEI Strategy

Established first company-wide DEI strategy

OUR SUSTAINABILITY STRATEGY

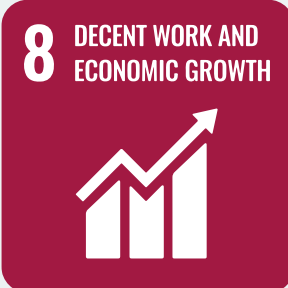
As part of our approach to sustainability, we have mapped our stakeholder's impact on our business, and our impact on them. The outcome was four key pillars that guide our agenda within sustainability.

Although the pillars, or initiatives, are relevant across several of the 17 SDGs, we have chosen four SDGs which we have built our strategy around.

These SDGs have been chosen because of their relevance to how we operate as a company, and how we can improve across all topics within sustainability.



Sustainable Workforce
How we create and sustain a diverse and inclusive workplace where everyone can thrive



Sustainable Operation
How we conduct our daily work and operate our business with customers and suppliers



Sustainable Software
How we develop our product, both back-end and front-end, and how we can leverage it to help our local communities



Sustainable Hosting & Value Chain
How we work with our suppliers to reduce the environmental footprint and make sure we run our product on sustainable solutions



SUSTAINABLE DEVELOPMENT GOALS

OUR SUSTAINABILITY TARGETS *

Sustainability initiative	Topic / Category	Subtopic	Target (unquantified)	Current state	2030 target (short-term)	2050 target (long-term)
Sustainable Workforce	DEI	Balanced gender representation	Gender split overall Gender split management	30% 28%	40% 35%	50% 50%
		Equal pay for equal work	Equal pay overall	80%	90%	100%
		Training and awareness	Employee and manager training Awareness campaign(s)	ESG training Women in Tech campaign	1 training course annually 2 awareness campaigns	1 training course annually 2 awareness campaigns
	Health	Sickness	Average sick days	4.6	4	2
		Safety and inclusion	Harassment, bullying and discrimination	Zero tolerance, no policy	Zero tolerance, clear structure for speaking up	Zero tolerance, clear & known structure
	Wellbeing	People Survey	eNPS Satisfaction & Motivation Loyalty DEI questions	38 (above industry benchmark) 77 (above industry benchmark) 84 (above industry benchmark) 85 (no industry benchmark available)	Above industry benchmark Above industry benchmark Above industry benchmark	Above industry benchmark Above industry benchmark Above industry benchmark
Sustainable Operations	Emissions	SBTi	Scope 1 emissions Scope 2 emissions Scope 3 emissions	124 tCO2e 69 tCO2e 2'445 tCO2e	42% reduction 42% reduction 10% reduction (measured per employee)	Net Zero Net Zero Net Zero
	Operational	Travel	Electric cars Employee commuting	40% Data established	80% Track and observe	100% Green & public commuting
	Locations	Offices	Sustainable offices Electricity usage for offices	100% green energy 527 Kwh	100% green energy 25% reduction (per employee)	100% green energy 55 reduction (per employee)
	Internal	Awareness	Internal training Blogposts	Initial launch, 82% completion Quarterly awareness update	100% yearly completion Quarterly awareness update	100% yearly completion Quarterly awareness update
Sustainable Software	Efficiency	Green code	Resource usage per user	Project initiated	Actively measuring and reducing	Unknown
	Accessibility	Inclusive design	WCAG	Incorporating standards	Follow standards	Meet standards
	Customizations	Sustainable customizations	Training	All internal consultants trained	All internal & partner consultants trained	All consultants and partners trained
	Social responsibility	Do Stuff That Matters	Type of organizations helped Number of new organizations helped	Environmental & Social 1 new in 2023	Environmental & Social > 2 per year	Environmental & Social > 4 per year
Sustainable Hosting & Value Chain	Hosting	Green hosting	Green electricity used Average usage (kwh/user)	100% Estimate established	100% Baseline established and monitored	100% Impact & usage below industry standard
	Value chain	Procurement policies	Code of Conduct commitment	Committed and followed up on through survey	Committed & followed up on	Committed & part of vendor assessment
		Transparency act	Human & workers rights Environment Bribery & extortion Competition & taxation	Updated Code of Conduct for suppliers Key suppliers committed to SBTi Most following OECD principles No cases	All committed & confirmed to follow all relevant rights 10% largest suppliers committed to SBTi 100% following OECD principles No cases	All committed & confirmed to follow all relevant rights 100% committed to SBTi 100% following OECD principles No cases
	Governance	Reporting	ESG report CSRD	Yearly ESG report published Methodology being matured	Publish ESG report publicly CSRD standard met	Publish ESG report publiclyCSRD CSRD standard met

*These are our overall targets related to sustainability. Even though SuperOffice has worked targeted with sustainability for several years, this is still a topic that is maturing both in our organization and globally. As a result, these targets and the timelines will change over time as we and the community learn more and increase our understanding of this topic.

SUSTAINABLE WORKFORCE

Creating a sustainable workforce is all about putting our people first, they are the core of our business.

At SuperOffice, we want to ensure that we have a diverse and inclusive culture where everyone can be themselves and thrive.

The voice of the people

Capturing our people's thoughts and opinions is important to us. It provides us with valuable data and insights for how we can improve. Running our annual People Survey, conducting regular exit interviews, and creating specific channels for speaking up are some of the ways we capture the voice of our people.

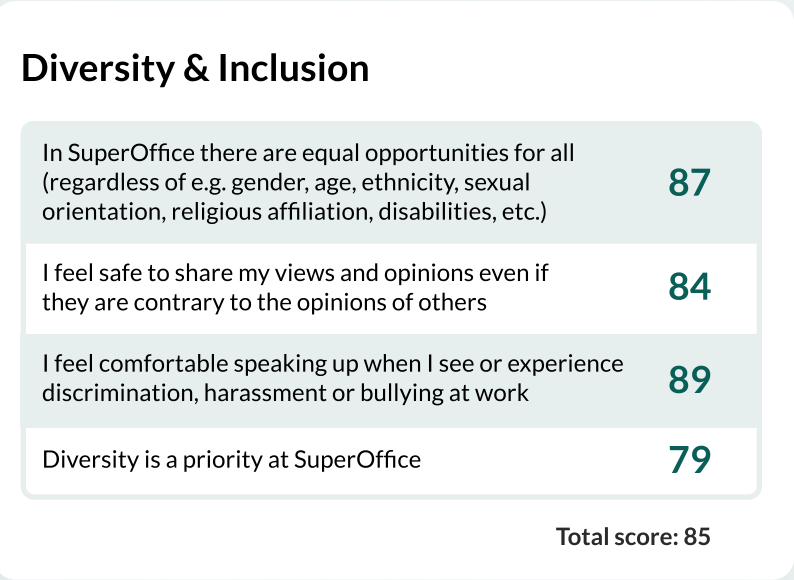


In 2023, 96% of our employees engaged in the People Survey which gave us a solid picture of how our people feel about SuperOffice as a workplace. Overall, SuperOffice continues to achieve scores above the industry benchmark.

We are always looking for ways to improve and the most important part of our survey process is using the results to determine where to take action to make SuperOffice an even better place to work. Teams discussed their results and proposed a total of 41 action ideas that will be carried out at the local level. We have also created a SuperOffice-wide action plan which is underway, and we look forward to measuring ourselves against the 2024 survey.

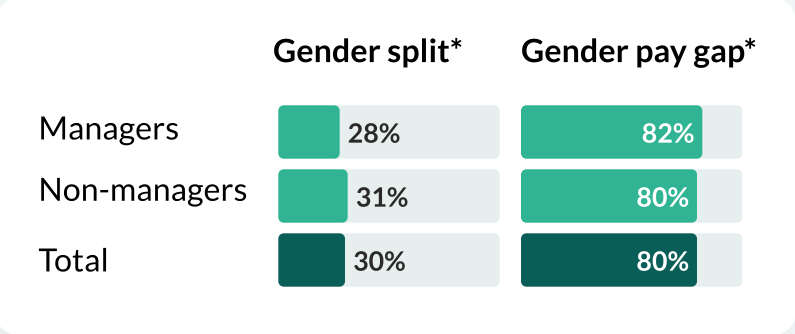
Diversity, Equity & Inclusion (DEI)

In 2023, we added questions related to diversity and inclusion to the People Survey to get a baseline for how our people are feeling regarding equal opportunities, psychological safety, and inclusion at SuperOffice. We achieved a solid score of 85 in this area. Throughout 2024, we will carry out specific initiatives to continue building a diverse and inclusive workplace.



Gender balance

We have a target of reaching 40% gender diversity across SuperOffice by 2030. In 2023, women represented 30% of all employees. The share of women in leadership positions was 28%, our ambition is to be at 35% by 2030. We have incorporated several elements into our recruitment process to help us increase our gender balance such as: anonymous candidate screening, gender neutral wording in job ads, and extra bonus for referring women to join SuperOffice. 41% of all new hires in 2023 were women, a trend we will work hard to continue.



Equal pay for equal work

For our gender pay gap analysis, we place all employees into two categories: Managers (employees who lead people or functions) and Non-managers (employees who are individual contributors). These figures do not represent 'equal pay for equal work' as there are many variations within these two groups of people when it comes to the type of work performed and the skills and experience required for the role. Ensuring equal pay for equal work is important to us and we are looking into ways to close the gap.



Numbers & Facts

38

eNPS

30%

Gender diversity

4.6

Average sick days



Targets

DIVERSITY, EQUITY & INCLUSION

Execute on DEI strategy

40%

Gender diversity

80

Satisfaction & Motivation score



*All numbers reported in the gender split and pay gap analysis are based on active FTEs in 2023. The ratios for gender split were calculated by dividing the average salary of women by the average salary of men.

SUSTAINABLE OPERATIONS

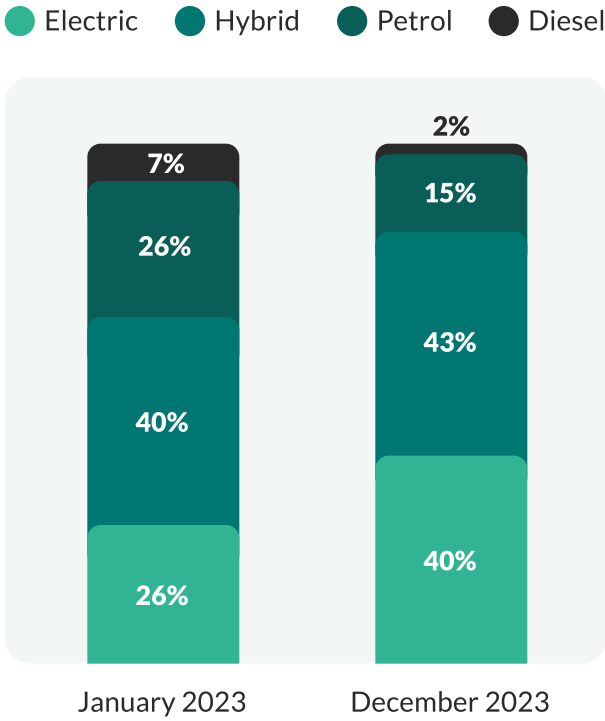
Implementing sustainability as an integrated part of our culture and the way we work.

Sustainable operations are all about how we operate our company on a daily basis. Based on our business and operational model, we have identified a few key levers that will impact the emissions and impact from our business.

Scope 1: Electric car policy

We strive towards a fully electric fleet for all company cars, and work to promote a transition away from petroleum-based cars. In the beginning of 2023, SuperOffice had a total of 57 company cars registered. Of these, 42 were either hybrid, petroleum or diesel based. After implementing our electric car policy, we have increased our share of electric cars from 26% in January, to 40% at year end. This has again triggered a significant reduction of 20% in our scope 1 emissions, and will continue to reduce our scope 1 emissions in 2024.

Share of company cars by type



Scope 2: Sustainable offices and smart use of power

While our scope 1 emissions are affected by our company cars, our scope 2 emissions are mainly driven by our office facilities and our electric car charging points. SuperOffice is an international company with 10 offices in 7 different countries. All of our offices are verified and use 100% green electricity. We are continuously working with local teams to determine ways we can reduce power usage and limit electricity needs. In 2023, we updated our locations in both Denmark and Sweden, sustainability and sustainable energy are both important decision making criteria for selecting office locations.

In 2023, questionnaires about our Sustainability Strategy and how our workforce can contribute to improve our performance across all relevant ESG topics was added to the yearly employee engagement cycle. The outcome of this will be an increased awareness and focus on these topics in our daily operations.



Numbers & Facts

124 tCO₂

Scope 1 emissions

69 tCO₂

Scope 2 emissions

100%

Verified green electricity in offices



Targets

100%

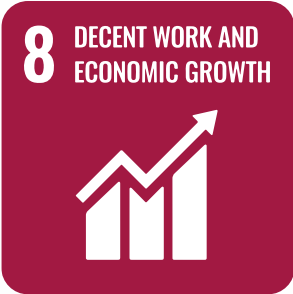
Electric cars

100%

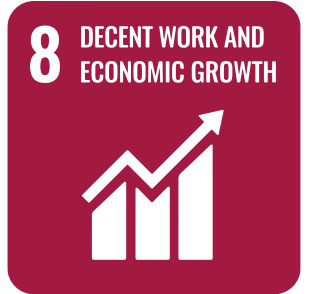
Completion of ESG and GDPR training

CARBON NEUTRAL

Compensate for annual emissions



SUSTAINABLE OPERATIONS

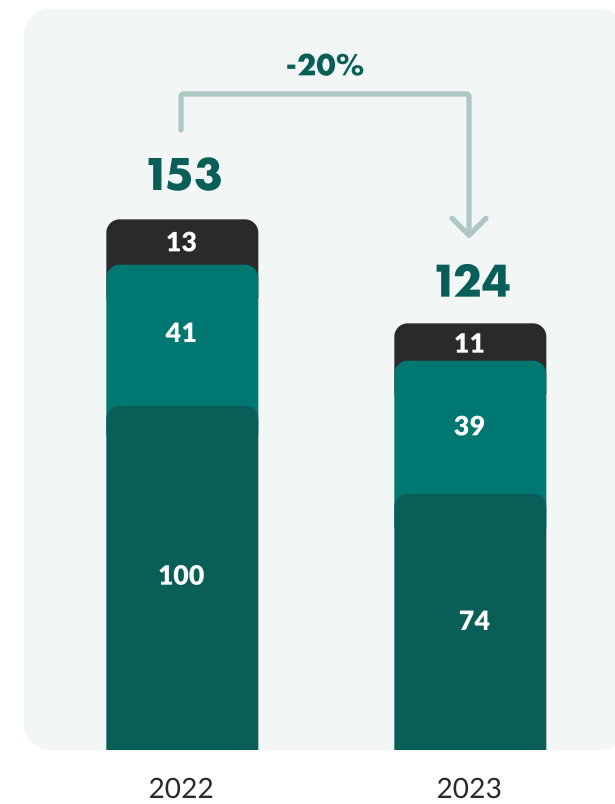


Scope 1 emissions

SuperOffice scope 1 emissions reduced by 20% in 2023.

Scope 1 emissions

● Hybrid ● Petrol ● Diesel



Relevant actions



Electric car policy



Electric only – hybrid by exception



Modernization of agreements

Scope 2 emissions

Scope 2 emissions saw a slight increase, partly due to increased electric cars.

Scope 2 emissions

● Heating ● Electricity ● EVs ● PHEVs



Relevant actions



Office policies



Sustainable offices when relocating

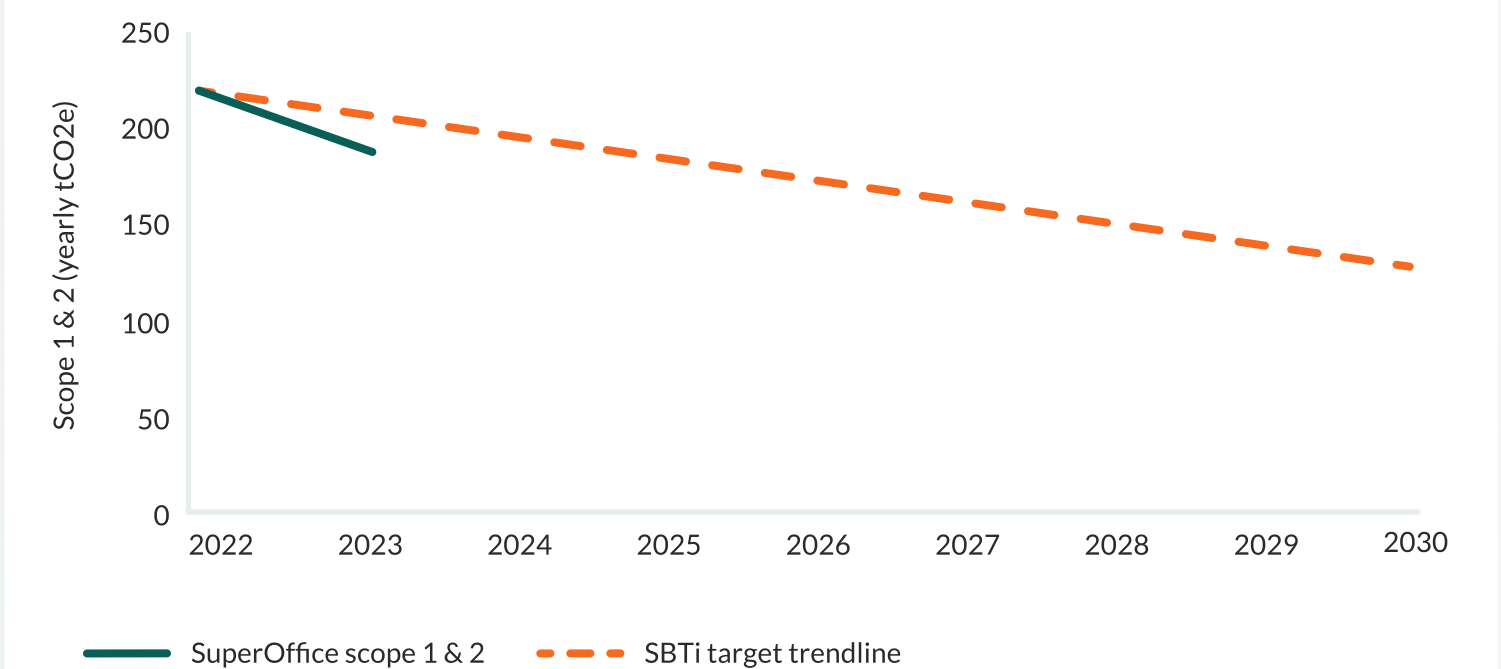


Smart use of power

Key takeaways

In December 2023, SuperOffice committed to, and gained approval, on our SBTi emissions reduction targets. We are currently outperforming our goal of reducing scope 1 and 2 emissions by 42% within 2030.

SBTi target



SUSTAINABLE SOFTWARE

Developing and delivering sustainable software is about minimizing emissions and creating an inclusive design.



At SuperOffice, we believe in the power of sustainable software. We want to minimize our impact on the world and deliver sustainable software architecture that includes a diverse user group. We are a one product company, and SuperOffice CRM is the product we both produce and take to market. Even though the emissions from our software are limited, there are important architectural and design decisions that impact our customers, our employees, and the environment.

We strive to follow the WCAG guidelines from World Wide Web Consortium (W3C), a standard for web content accessibility that meets the needs of individuals, organizations, and governments. Examples of how this is materializing can be seen in the colors in our user interface, and how we work with logic of the product.

In 2023, the SuperOffice Office Integration Team developed a new version of the application WebTools with a significant change in its client/server communication design. This will not only save battery and CPU on the client computers, but also lessen the network utilization drastically, saving power within all nodes and reducing pressure on those hardware boundaries and servers. This effect applies to usage from about 50 000 clients. This was released early 2024.

Sustainable future

SuperOffice is continuously working to innovate and modernize our solutions. As a vital part of creating more value for our customers, we are currently running large future-oriented projects for our software and solution. The outcome of these efforts will bring SuperOffice CRM onto a platform where we will have a higher effective computational execution that consumes less electricity and requires less hardware resources.

Our teams will increase their awareness of green software and its principles regarding hardware, loads, networking, architectural design, code (CPU & memory consumption), and UX. We will start making informed decisions on how we build solutions in regards to environmental impact. A key lever for unlocking this capability across our organization is building knowledge about what green software actually means and how to approach it in an operational manner. We plan to run internal courses to build our insights in this area.

The future platform of SuperOffice will transparently measure and report its CO2e emissions, we will start to integrate emissions data available from Microsoft Azure into this reporting. We will be clear and transparent on what environmental impact using SuperOffice has and how we calculate this.

Do Stuff That Matters

In SuperOffice, we want sustainability to be at the core of our operations, which is why we offer our software to non-profit organizations that contribute to a better society. Through our Do Stuff That Matters program, we help support non-profit organizations and their surrounding communities by offering free access to our software and a standard training course. The program was renewed in 2023, and we look forward to welcoming more non-profit organizations in the years to come.

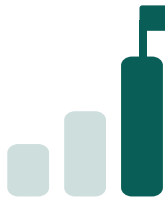


Numbers & Facts

5 000 +
Customers

120 000 +
Users

40 000 +
Customer video meetings
via platform



Targets

PROMOTE
Digital innovation

MEASURE AND REPORT
Emissions from our software

DO STUFF THAT MATTERS
Enable SuperOffice for
non-profit organizations

SUSTAINABLE HOSTING & VALUE CHAIN

Collaborating with our supply chain to drive modernization of the industry.



SuperOffice has measured emissions since 2021, and established 2022 as our baseline year.

Although our company on a general level is not directly emitting large volumes of CO2 or green house gases, we do have specific and aggressive targets related to our CO2 emissions. Our emission reduction targets are in line with- and approved by the SBTi. We have a target of becoming net-zero by 2050, and compensating for our emissions along our journey.

Most of our emissions are indirect, and covered by scope 3. Our total scope 3 emissions in 2023 were 2'455 tCO₂e, and comprise about 93% of our overall emissions. The largest share of our scope 3 emissions is categorized as 'purchased goods and services', and is related to general costs of goods and services as we have applied a spend-based approach to estimate most of these emissions.

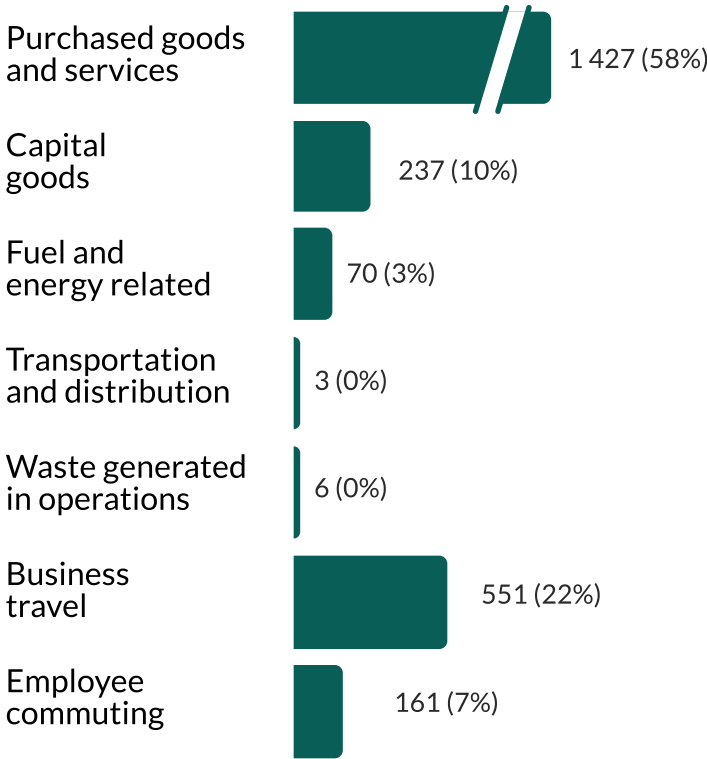
In 2023, SuperOffice continued the migration of customers from on-premise installations to the SuperOffice Online platform (Private Cloud). The estimated savings are equivalent to the yearly power usage of more than 21 Norwegian households, 149 tCO₂e or 996 flights from Oslo to Copenhagen.

In 2022, we initiated a project to work with our partners and reduce the footprint third party apps leave on our online platform. After this project, we have seen a shift in focus from our partners. They are now more conscious of using best practices accessing our APIs and optimizing their requests, thus also reducing the footprint and resources used while utilizing the monitoring tools we have developed for them. An example of this is our product DataBridge Professional which limits the resource used for updating daily data in synchronization.

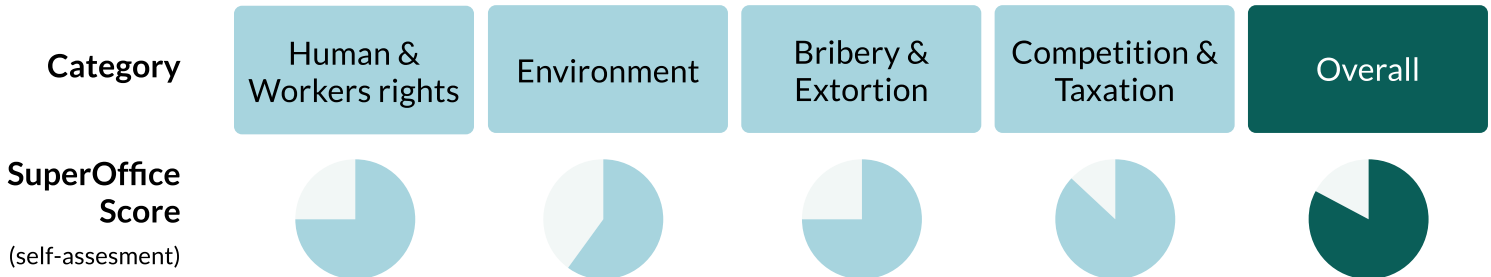
Supply chain analysis

2023 was the second year we ran an analysis of our suppliers and value chain according to our ESG strategy, Code of Conduct for Suppliers, and the Transparency Act. Although there are some areas which can be improved, the analysis yielded positive results across most categories.

Scope 3 emissions detailed overview



Transparency Act 2023 results



Numbers & Facts

2 445 tCO₂

Scope 3 emissions

200 +

Installations migrated in 2023

SUPPLY CHAIN

Analysed and assessed



Targets

CLOSE COLLABORATION

With suppliers and hosting partners

MINIMIZE

Resource consumption

MODERNIZE

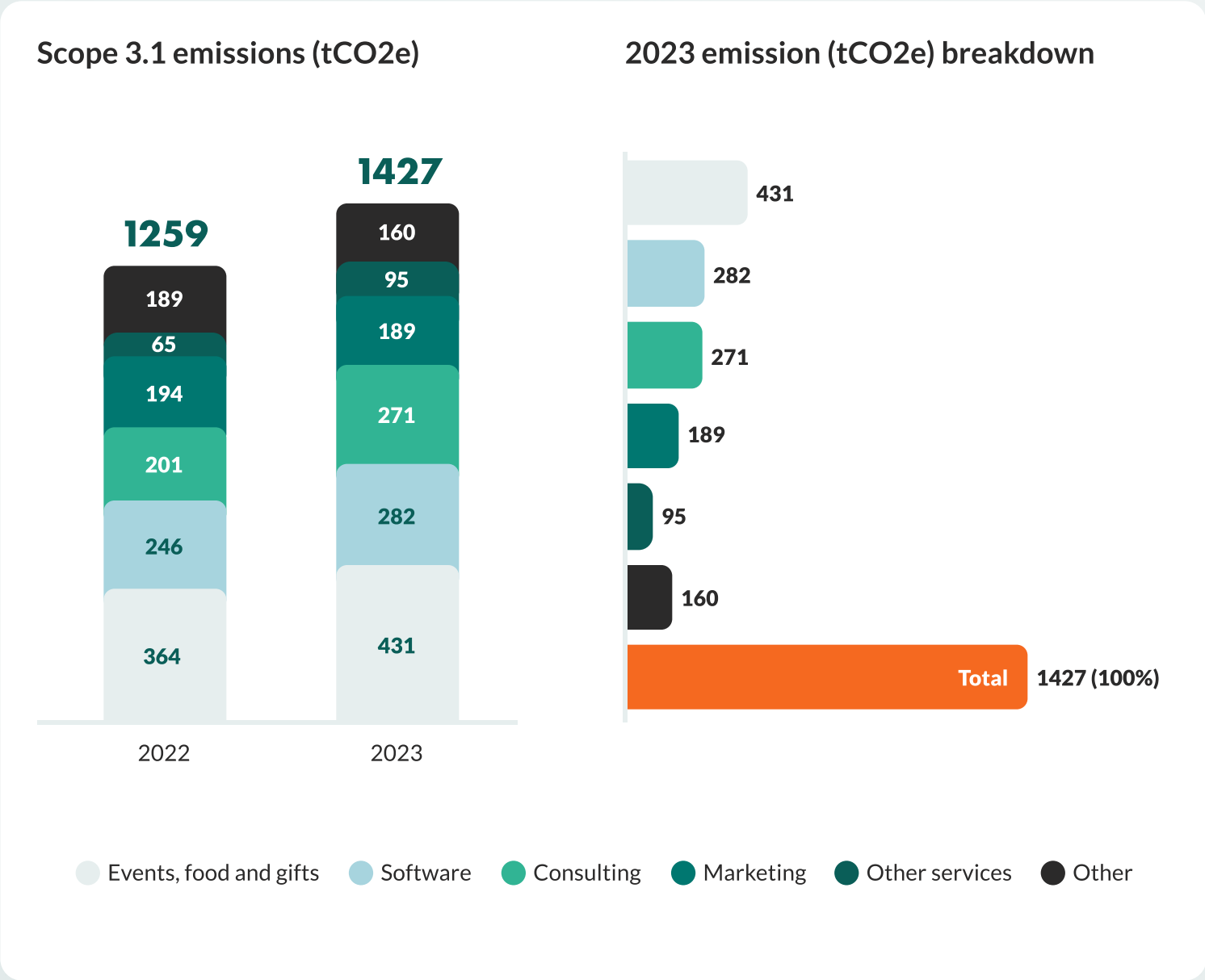
Value chain

SUSTAINABLE HOSTING & VALUE CHAIN



Purchased goods & services

As we apply a spend-based approach to most of our scope 3 emissions, they increased in line with our costs and investments.

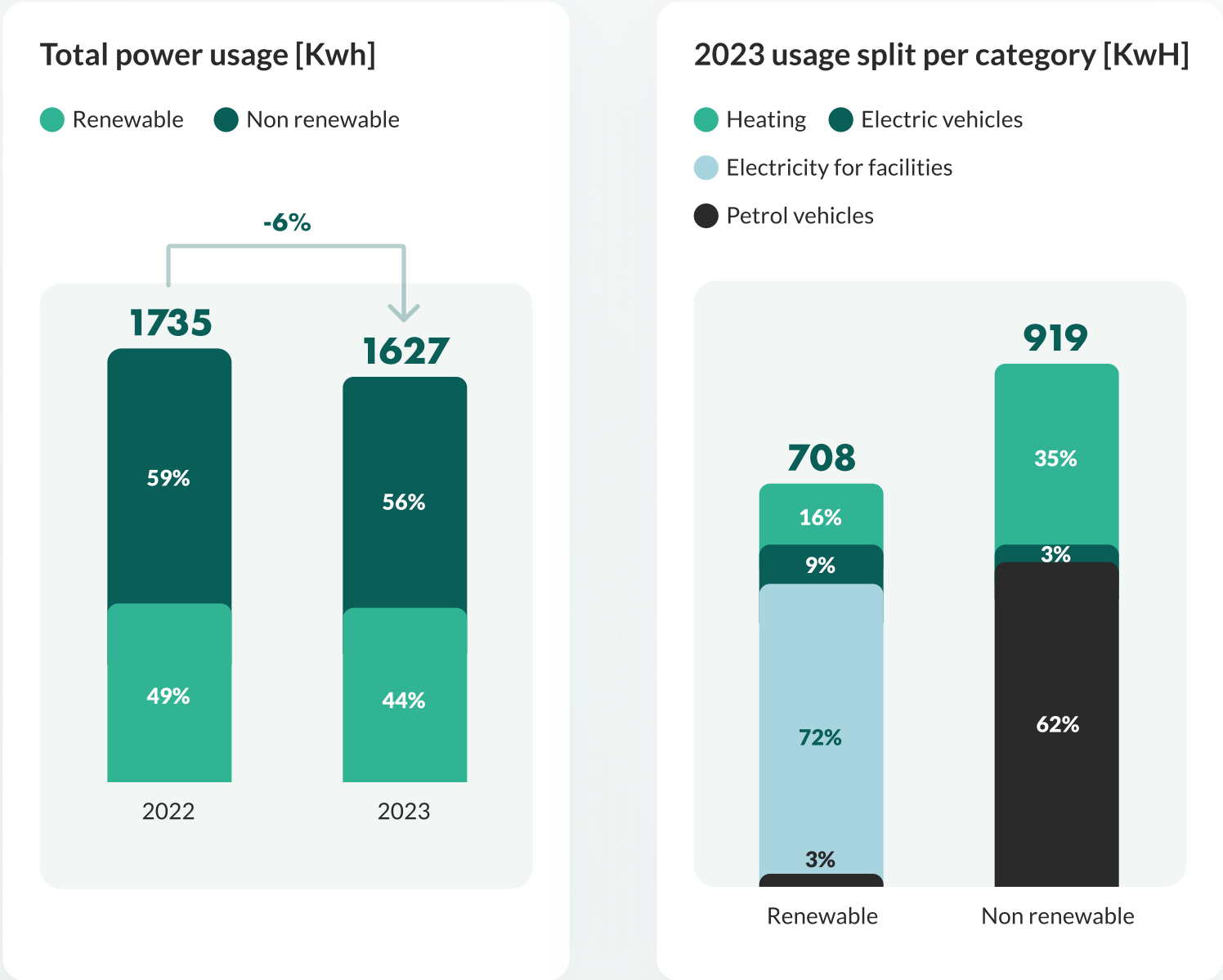


Relevant actions

- Selective use of suppliers – choosing greener solutions
- Increase share of activity-based estimations

Total power usage

Power usage in SuperOffice is consumed by offices and company vehicles. In 2023, the total power consumption was reduced by 6%.



Relevant actions

- Electric car policy
- Sustainable hosting
- Smart use of power

MIGRATION EMISSIONS CASE

*Saving emissions by moving to the cloud.**

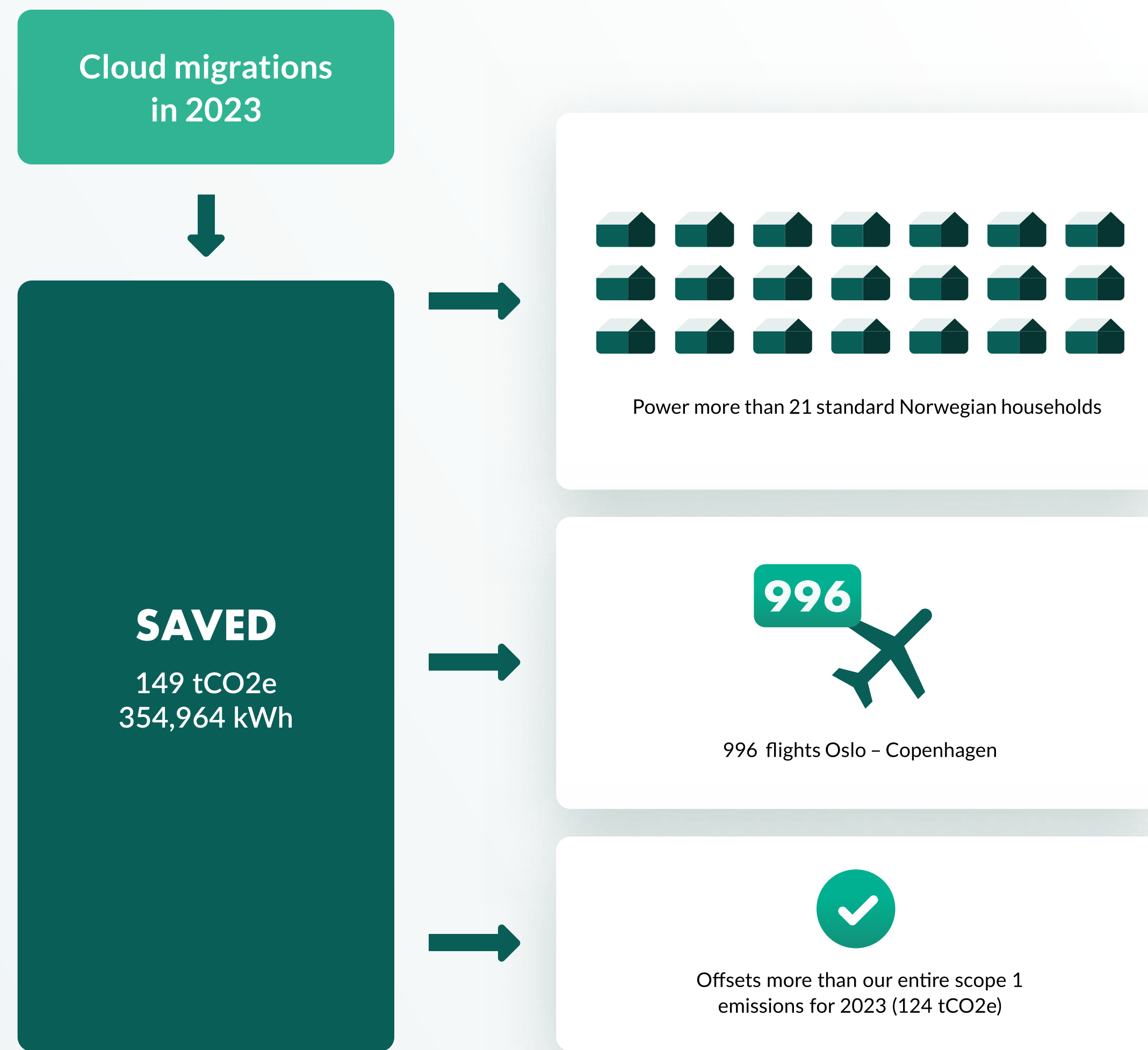
SuperOffice has many customers that have been with us for many years, long before 'the cloud' or 'SaaS' became known terms. Our on-premise customers can save significant amounts of emissions by migrating to our cloud offering. By migrating ten standard SuperOffice customers, we have saved enough electricity to power a standard Norwegian household.

The emissions saved will vary from country to country based on the energy mix and state of the customer's power grid, so we have developed our own migration emissions calculator. Over the last five years, migration of approximately 2,500 installations all over Europe have saved more than 1,800 t CO₂e, **yearly**.

This is about 74% of our yearly emissions in 2023, or the same as flying from Oslo to Copenhagen more than 10,000 times – and the savings just keep growing!



* The migration emissions case is based on estimated savings for on-premise installations using the standard requirements for running SuperOffice CRM.





SUSTAINABILITY REPORT 2023