

Our Sustainability Work in 2024 – A Summary

Insurance for People and the Environment

Our sustainability work is based on ESG aspects, UN SDGs 3 and 13, and our sustainability strategy. We focus on improving our customers' health through our insurance and services – which in turn reduces healthcare use and climate emissions. This is where we make the greatest contribution to sustainable development.



Growth Increased Our Climate Footprint



Our climate footprint amounted to 29,792 tonnes CO2e. Scope 3 emissions accounted for 99 percent. The footprint increased due to growth in the number of insured persons, turnover, and employees. GHG intensity rose from 10.1 to 11.2 tonnes CO2e. At the same time, the emissions per employee increased from 56 to 64 tonnes CO2e. 78.2 percent of the energy we consumed during the year came from renewable sources. The target was 20 percent.

Our ambition is to reduce the climate footprint by approximately 1,500 tonnes CO2e per year from 2023 to halve emissions by 2030 and reach net zero by 2050, in line with the Paris Agreement.

Healthcare Visits Accounted for the Majority



It is through our insurance products that we can influence our climate footprint the most. The largest share of our total emissions – 85 percent – comes from the healthcare our insured persons receive, as well as their travel to and from healthcare providers.

According to our 2024 climate calculation, the emissions from a digital healthcare visit (14 kg CO2e) correspond to about 20 percent of a physical visit (66 kg CO2e). During the year, 22 percent of visits were digital. Our strategy is to increase the proportion of digital visits and continue to develop digital healthcare services. In the short term, the target is to increase this to 30 percent.

8 out of 10 Return to Work



The share of insured persons we help regain work capacity during, or at risk of, sick leave is a key measure of improved health. During the year, 81 percent regained full work capacity before day 90. However, late sick leave notifications limit our ability to deploy the right support in time.

Our Employees Recommend Us



Our employee net promoter score (eNPS) measures employee well-being and their willingness to recommend us as an employer. During the year, our eNPS was 41. The target is an eNPS above 40.

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Climate Emissions, Scope 1, 2 and 3, tonnes CO2e



| | 2024 | 2023 | 2022 |
|----------------------|---------------|---------------|---------------|
| Scope 1 ¹ | 85 | 81 | 113 |
| Scope 2 ² | 81 | 79 | 78 |
| Scope 3 ³ | 29,626 | 24,411 | 21,630 |
| Total | 29,792 | 24,571 | 21,821 |

¹ Direct greenhouse gas emissions.

² Indirect emissions from purchased energy from external suppliers.

³ Other indirect emissions, beyond purchased energy, for example from suppliers or the use of products and services.

Share of Scope 3 Emissions



| | 2024 | 2023 | 2022 |
|--|------|------|------|
| Procurement | 1% | 2% | 2% |
| Capital goods | < 1% | 2% | 2% |
| Assets and pension assets under management | 12% | 4% | 4% |
| Insured person's travel | 11% | 15% | 16% |
| Insured person's healthcare visits | 74% | 78% | 76% |

Insured Persons Returning to Work⁴



| | Target | 2024 | 2023 |
|--|--------|------|------|
| Share who used the insurance before day 90 | 50% | 49% | 51% |
| Share fully fit for work before day 90 | 80% | 81% | 79% |

⁴ Refers to insured persons covered by our long-term disability insurance (LTD) for income protection in Sweden.

Share of Digital and Physical Healthcare Visits⁵



| | 2024 | 2023 |
|-----------------|------|------|
| Digital visits | 22% | 22% |
| Physical visits | 78% | 78% |

⁵ Refers to healthcare covered by our private medical insurance (PMI) and our long-term disability insurance (LTD) for income protection.

Climate Reporting 2024⁶

CO2e Emissions from Investments

| | 2024 | 2023 | 2022 |
|---|-------|------|------|
| CO2e emissions from investment assets, tonnes | 3,583 | 931 | 792 |
| CO2e emissions, tonnes per million SEK | 1.63 | 0.38 | 0.37 |

Company's Own Emissions

| | 2024 | 2023 | 2022 |
|---------------------------|------|------|------|
| CO2e Scope 1, tonnes | 85 | 81 | 113 |
| CO2e Scope 2, tonnes | 81 | 79 | 78 |
| Share of renewable energy | | | |
| <i>Purchased</i> | 100% | 100% | 100% |
| <i>Self-generated</i> | 0% | 0% | 0% |

Active Engagement in Climate Improvements

Most of our investments are made through external management agreements and funds based on our defined sustainability criteria, including norm-based negative screening and the exclusion of certain controversial sectors. When selecting external managers, they must demonstrate an investment process where sustainability analysis and active ownership are of high quality and well integrated.

We follow up to ensure that external management adheres to our sustainability criteria at least quarterly. We engage in dialogue with managers if the follow-up shows they are not meeting the criteria. Regarding dialogues conducted by the managers themselves, we follow up on these as needed.

Sustainability in Business Models

Commitment to the Paris Agreement

Our main environmental target is to halve our total climate footprint by 2030 (base year 2023) and to be climate neutral by 2050, in line with the Paris Agreement (the 1.5-degree target) and the Science Based Targets initiative (SBTi).

Since 2021, we have conducted an annual climate calculation to determine our footprint.

In 2024, we applied to join the Science Based Targets initiative (SBTi) and became a member of the UN Global Compact.

⁶ According to the Danish Insurance & Pension Association's industry recommendation