

# SUSTAINABILITY REPORTS

Elkjøp Nordic AS 2023/2024

**ELKJØP**  
NORDIC AS 





# SUSTAINABILITY HIGHLIGHTS OF THE YEAR



**NEW KPI**  
Circular share of business



**LAUNCHED NEW START**  
Refurbished smartphones



**DESTINATION REPAIR**



**SHARE OF HIGH ENERGY LABEL**  
Reaching new records

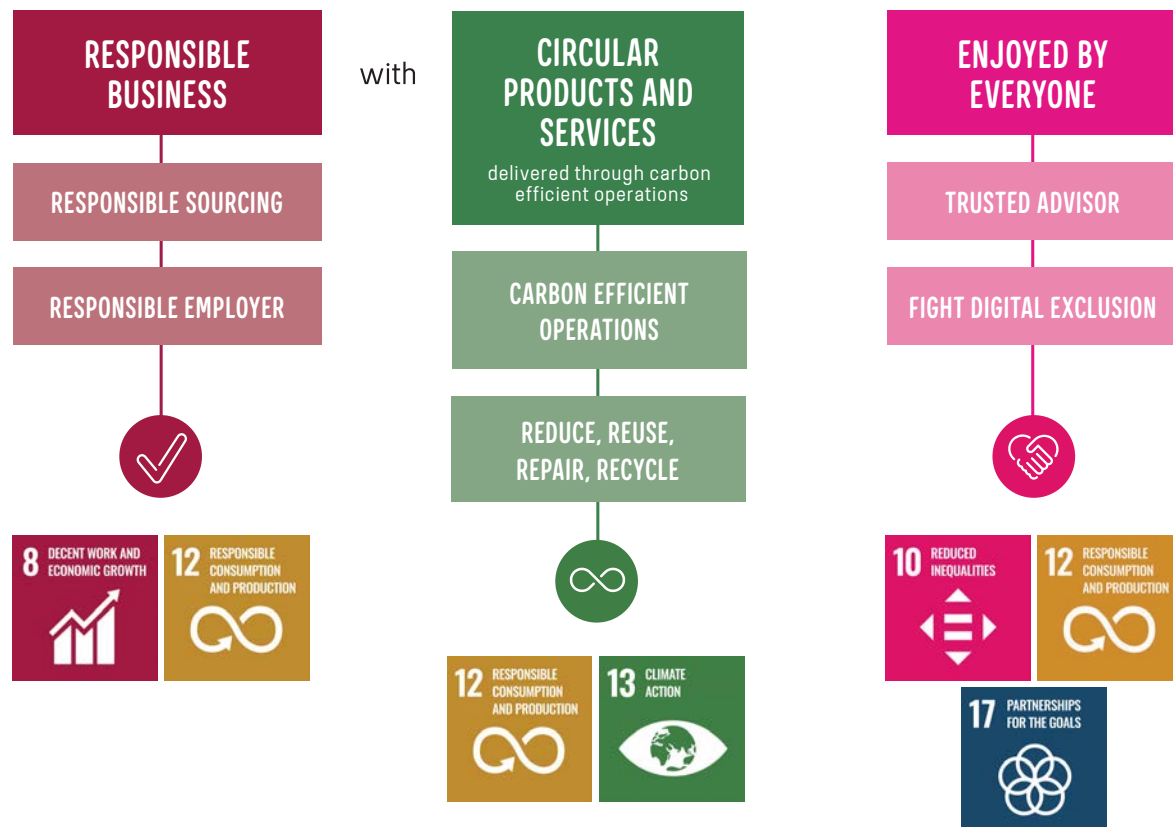
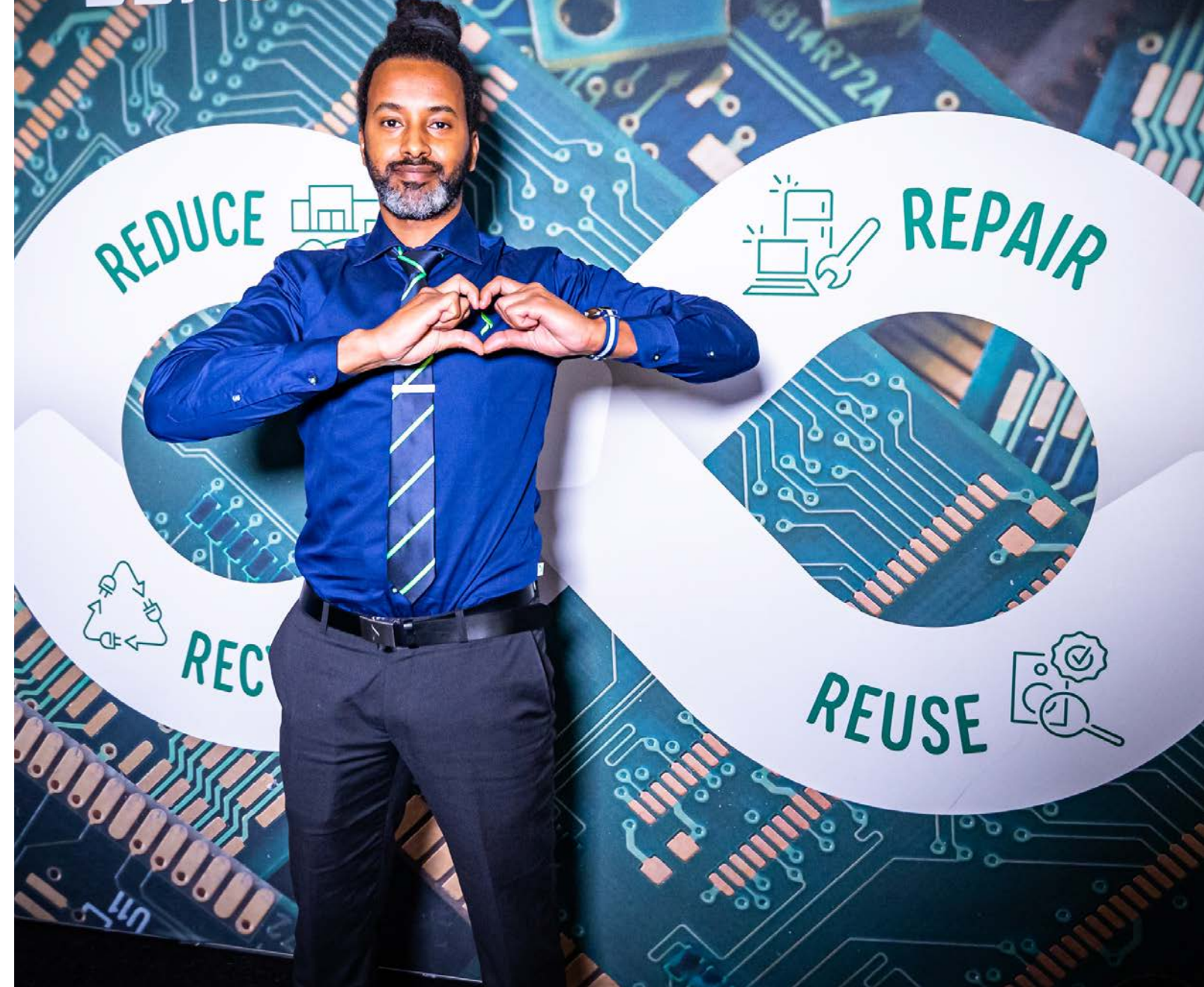


# SUSTAINABILITY REPORTING 23/24

Given our size and position as the market leader on consumer electronics in the Nordic region, Elkjøp Nordic has a great responsibility for how we conduct our business, contribute to society, treat our customers and employees and how we maintain our value chain. Not only responsibility – but future business opportunities lay the ground for our view on sustainability, and we believe the circular economy is the future.

This year, the introduction of the Circular share of business KPI has led to increased focus on how we will be part of the circular economy.

We are acutely aware that electronic waste is the world's fastest growing waste stream and is expected to grow to nearly 82 million tonnes by 2030. We must face facts; we can't keep throwing stuff away.



## We help everyone enjoy amazing technology!

Our relationship with tech needs to change and as the number one tech retailer in the Nordics, we're uniquely placed to lead the way in changing this relationship.

We support the UN development goals and are especially focused on goals 8, 10, 12, 13 and 17.

Our sustainability is focused on Responsible employer (see people section page 40) Responsible Sourcing (see page 19) Products to be proud of - Enjoyed by everyone (Elkjøp Foundation page 38).

Our biggest impact come from the products we sell, hence our whole business model. A key focus in our sustainability strategy is therefore to be a leader in extending the life of technology through re-use, repairs and recycling. We also wish to offer customers products that help them save energy, reduce waste and water and which they can keep, use and enjoy for as long as possible.





# SUSTAINABILITY GOVERNANCE

A governance model based on the Elkjøp operating model has been put in place by the Group's Nordic Management. The philosophy is based on the principle of Sustainability being integrated in the daily business, following the general operating model. The local branches play key roles in fulfilling the sustainability strategy. Local networks have been set up, and the sharing of best practice across the Nordics is key to success.

Elkjøp Nordic is also part of the Currys Group's Sustainability Leadership Team. An Environmental, Social and Governance (ESG) Sub-Committee of the board has been created. Even though Elkjøp has its own sustainability strategy, we are aligned with Currys strategic priorities on Climate, Circular economy and Digital poverty and work closely with them, sharing best practices.

We report extensively to Currys on sustainability and have a Nordic internal monthly report on all relevant sustainability KPIs. We have started working on the implementation of the Corporate sustainability reporting directive, including the double materiality assessment. Elkjøp is expected to be in compliance from spring 2026. We have set up a cross-department project with key resources.

Sustainability is added to the principal risk review and updated quarterly. Horizon scannings and closely watching external factors throughout the whole business are key. The ESG register is monitored by the Group Sustainability Leadership Team and the Nordic sustainability team.

Elkjøp is ISO 14001 (Environmental Management System) certified, and our environmental policy is signed off by CEO Fredrik Tønnesen. ISO 14001 and the overall sustainability strategy are assessed in

management reviews 4 times a year. The policy focuses on the following priorities: reducing own emissions, and making it easier for consumers to choose, maintain and ultimately recycle products. The internal audit regime follows ISO 14001 rules and have conducted audits both in stores and at the back office.

This work will continue in 2024/25, creating a wider governance framework, ensuring that responsibilities for targets, progress and reporting are clear for everyone - from Group management to company directors, from store managers to all store employees.

**“ ... reducing own emissions, and making it easier for consumers to choose, maintain and ultimately recycle products**

In 23/24 we expanded the Nordic sustainability Team and worked extensively on developing robust data quality, enhance competence across the business, and working together towards our objectives and ambitions.

We have environmental objectives through the ISO system as well as incentives on leadership level to meet targets. Our objectives for next year are connected to reduction on electricity consumption, reduction of emissions from transport, higher energy labelling share and increased hit-rate on the service Environmental return in addition to our overall KPI of increasing our Circular share of business.

### Campus and colleague engagement

Engaging colleagues in our journey towards sustainability is key to success. At Elkjøp's annual Campus event - gathering several thousand colleagues, sustainability was high on the agenda, from the supplier side in the exhibitions and product training.

All our employees have had mandatory training in our sustainability strategy, and we increasingly focus on communicating the way forward to all departments and employees. Internal training events on several topics related to the sustainability strategy have been launched, one example being the sale of spare parts and on responsible sourcing. Our colleagues tell us in our On the pulse survey twice a year that they are increasingly happy with our sustainability efforts, but still expect and want more progress. Many hundred comments are valuable input we get from colleagues in this survey.

Elkjøp wants a broad stakeholder dialogue to further enhance our sustainability strategy. Customers, suppliers, owners and our colleagues all provide fruitful insights on how sustainable development can influence our business. For example, we convened about 300 suppliers to explain our approach to sustainability and encourage them to help us make it easier for consumers to make informed choices and to give tech a longer life.

We are also increasingly active participants in discussions on sustainability in media, seminars, and meetings with governments, politicians and activists at annual political events in Scandinavia. (Arendal Week (Arendalsuka) in Norway and Almedalen Week (Almedalsveckan) in Sweden, Folkemøde på Bornholm in Denmark and Suomi Areen in Finland).

**Climate and environmental risks**

Climate change is one of the key challenges for humanity. Elkjøp recognises climate change and environmental challenges as a risk for our company. Climate change is anticipated to impact our business over the short, medium and long-term.

We recognise that the impacts of climate change are hard to predict with accuracy and that they will impact businesses in many ways, at different times and these impacts may also be compounded by one another. Understanding the impacts of climate change on our business provides us with the opportunity to develop a strategic response to mitigate the risks, whilst building on the opportunities this presents for us.

Elkjøp is part of a steering group on TCFD together with Currys, and plan to build on our pilot climate scenario analysis and learnings, ensuring it is embedded into our governance, risk management and strategic approach.

We also recognise the pressing need to improve our use of resources by selling products made of recycled materials and creating circular business models. Our industry relies heavily on scarce metal and mineral resources. This theme is increasingly on the agenda, and we see our suppliers working to use more renewable and recycled materials.

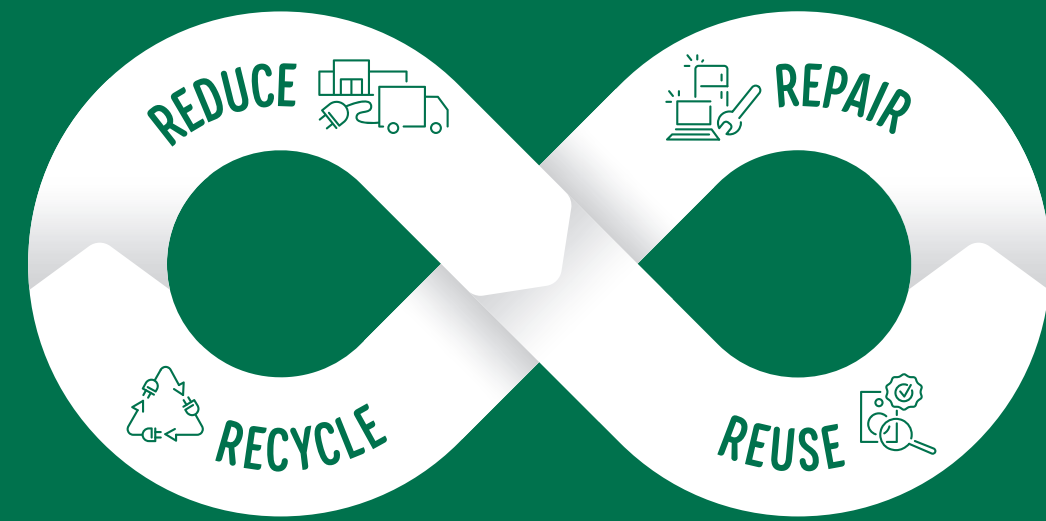
Regulatory risks are increasingly becoming evident. Both at an EU-level and at the national level, we see political and regulatory changes that may affect our business, for example the Right to Repair, the Eco-Design Directive or the Green Claims Directive. We know that electronics is high on the agenda in the EU's Circular Economy Action Plan and expect increased scrutiny on our sector.

The risk of being accused of greenwashing, trying to convey our business as being more sustainable than it really is, is something we are very aware of. We have developed guidelines for communicating correctly on sustainability and expect all our suppliers to communicate honest and trustworthy on sustainability. This year we have stopped several campaigns because of possible greenwashing, and we will continue to have very high standards to avoid green claims that cannot be documented.

We believe the transition to a circular, low carbon economy involves many opportunities for us. Technology will continue to improve and close the loop on using recycled materials in energy efficient products, and retailers – which are closest to the customers are best positioned to create new, circular business models based on refurbished products, leasing, renting and product-as-a-service-solutions. This will be a key enabler for Elkjøp's future growth.

**“ This year we have stopped several campaigns because of possible greenwashing ”**

# WE GIVE TECH LONGER LIFE



**REDUCE**

We reduce our own emission from energy and transport, and help our customers reduce theirs, for example by selling products of high energy label.

**REPAIR**

We make it easier to keep tech for longer by offering guidance, maintenance, spare part and repair services.

**RECYCLE**

We make it easier to recycle through accessible recycling services and incentives like trade-in and el-pant.

**REUSE**

We make it easier to buy reused products through Outlet and by starting to sell refurbished products.



# THE PLANET

**Our sustainability strategy has the consumer in focus, as the largest part we can play is to enable consumers to live more sustainable lives. However, we are of course working on reducing our own impact. As part of our ISO 14001 environmental management system, we work by an annual cycle of setting targets, measuring, and tracking.**

## Reducing the footprint from own operations

As a company, we are committed to reducing our carbon footprint throughout our own operations. As part of the Currys Plc Group, Elkjøp is committed to reducing emissions from absolute Scope 1 and Scope 2 GHG (Greenhouse Gas) emissions by 50% by 2029/30, from a 2019/20 base year. The company is also committed to reducing absolute Scope 3 GHG emissions from purchased goods and services and use of sold products by 50% within the same timeframe.

The most material impacts are within purchased goods and services and the use of sold products. Currys has had its emissions reduction targets approved by the Science Based Targets initiative and received an B- on CDP. More information on Group targets is available on [currys.co.uk](http://currys.co.uk).

## Energy management system

We're committed to reducing energy consumption in our Nordics stores and have implemented a range of measures to achieve this goal. These include installing an energy management system, unplugging white goods on display during non-business hours, upgrading ventilation systems and changing energy filters for improved air quality and energy efficiency, and developing our control and monitoring systems to optimize energy usage. We have also run activities like competitions between stores in Norway and Sweden to further promote awareness and engagement of all employees in reducing energy. In 2024/25, we will continue to roll the use of smart meters in all our stores to enable further reduction in energy consumption.

We're pleased to report that our efforts have paid off. In the 23/24 fiscal year, we successfully reduced our electricity consumption by 5% across the Nordics.

## Transport

Safe and efficient logistics is essential for the group to run its business. Elkjøp's main warehouse in Jönköping, Sweden, is the hub of our entire Nordic logistic operation. Through our "Logistics with the heart" program, several measures have been implemented to ensure that transport services are carried out in a responsible and environmentally effective manner. In our transport agreements, strict environmental and safety standards and good working conditions are essential.

**“ We successfully reduced our electricity consumption by 5% across the Nordics**

In all our internal hubs, we use the SAP Transport Management System, which enables us to create efficient routes and consolidate orders to the End Customer for the Big Box (MDA) segment. We use a mix of diesel, HVO100, gas (CNG) and electric as infrastructure and conditions for example for charging vary between the countries, and we now focus on monthly reporting and demand our suppliers to report on efforts to reduce the use of diesel.



Our biggest external Partners Bring, Casa Delivery and Movator have during 2023 continued to invest in increased electrical vehicle fleet, despite a year with a tough winter with low temperatures and a lot of snow.

We started 2024 with Oslo and Stockholm on the map for electrical vehicles within home delivery and a plan to increase during the year in specially greater Stockholm area.

The driver's well-being is followed up by surveys, to have reflections on safety, stress, and motivation. The results have been good for all four countries for both engagement and for safety at work for our drivers. The Healthy and Safety check is also included into our Audits & Reviews, which follow the Nordic plan that is set up to include all four countries on a yearly basis. Audits and Reviews that we handle with internal resources for our own and hybrid terminals, but also in cooperation with our external partner Bring. Contracts, terms of conditions, wages and working hours are important parameters that we need to

check together with our Partners and are a natural part within our "Logistic with heart".

For the parcel distribution, we offer the customers 100% fossil-free home deliveries to the customer in 27 cities/areas in Sweden (now reaching 6 million people), 3 cities/areas in Denmark and greater Oslo in Norway together with Bring. In Finland our partner Matkahuolto can ensure 20% renewable fuels of their total fuel consumption.

2023 we launched our Local Distribution Center (LDC) in Helsinki in Finland. From LDC we distribute both Home Delivery and Parcel to the Finnish consumers, both B2C and B2B. The distribution from LDC to our local hubs in for example Lapenranta and Kouvola are driven by 100% electric trucks and replace the Linehaul trucks from NDC. We will continue to work with using LDC as a crossdock function to optimize the distribution to hubs, stores and customers, which will have positive impact for our fossil free mission in Finland.



# WE HELP CUSTOMERS REDUCE THEIR ENVIRONMENTAL IMPACT

**Our greatest footprint comes from the products we sell. The products and services we offer is the area in which we can make the biggest difference. We know that many consumers want to live in a more environment- and climate-friendly way but think that it is difficult. At Elkjøp, we want to make it easier to make more sustainable choices.**

Elkjøp has set the consumer at heart of the sustainability strategy, and empowering consumers to make smarter choices is key to a circular economy.

As retailers, we are uniquely positioned to help consumers live more sustainably and help them make simple green choices. The key in the circular economy is to keep resources in use for as long as possible, and we believe the circular economy is key in reducing climate emissions in scope 3 (indirect emissions).

Our Scope 3 emissions 23/24 equal 1 782 761tCO<sub>2</sub>, a 7% reduction in comparison to the results from 2022/23. Scope 3 includes all indirect emissions from across our value chain which account for almost 100% of our total footprint.

**“ At Elkjøp, we want to make it easier to make more sustainable choices**

The most material impacts are within purchased goods and services and the use of sold products. We will achieve reductions in these emissions through a programme of activities involving our suppliers, our manufacturers and through colleague and customer engagement.

### Energy efficient products

A key element in reducing our Scope 3 emissions is selling more energy efficient products.

As products with higher energy labelling use less energy throughout their life cycle, it leads to both less costs and emissions.

The total share of sales of A - C energy rated washing machines has increased from 70% to 80% in the last year. In the year to come we plan to further increase the range and share of products with high energy label.

### Protection from day one

When customers buy our amazing technology, we can help protect it from day one with our range of services and insurance plans. Customers want to enjoy technology and that's why, through our extended warranties and tech insurance plans, many of our customers are getting peace of mind and giving their



new technology longer life. Our plans are a promise that we'll help customers give technology longer life if something goes wrong.

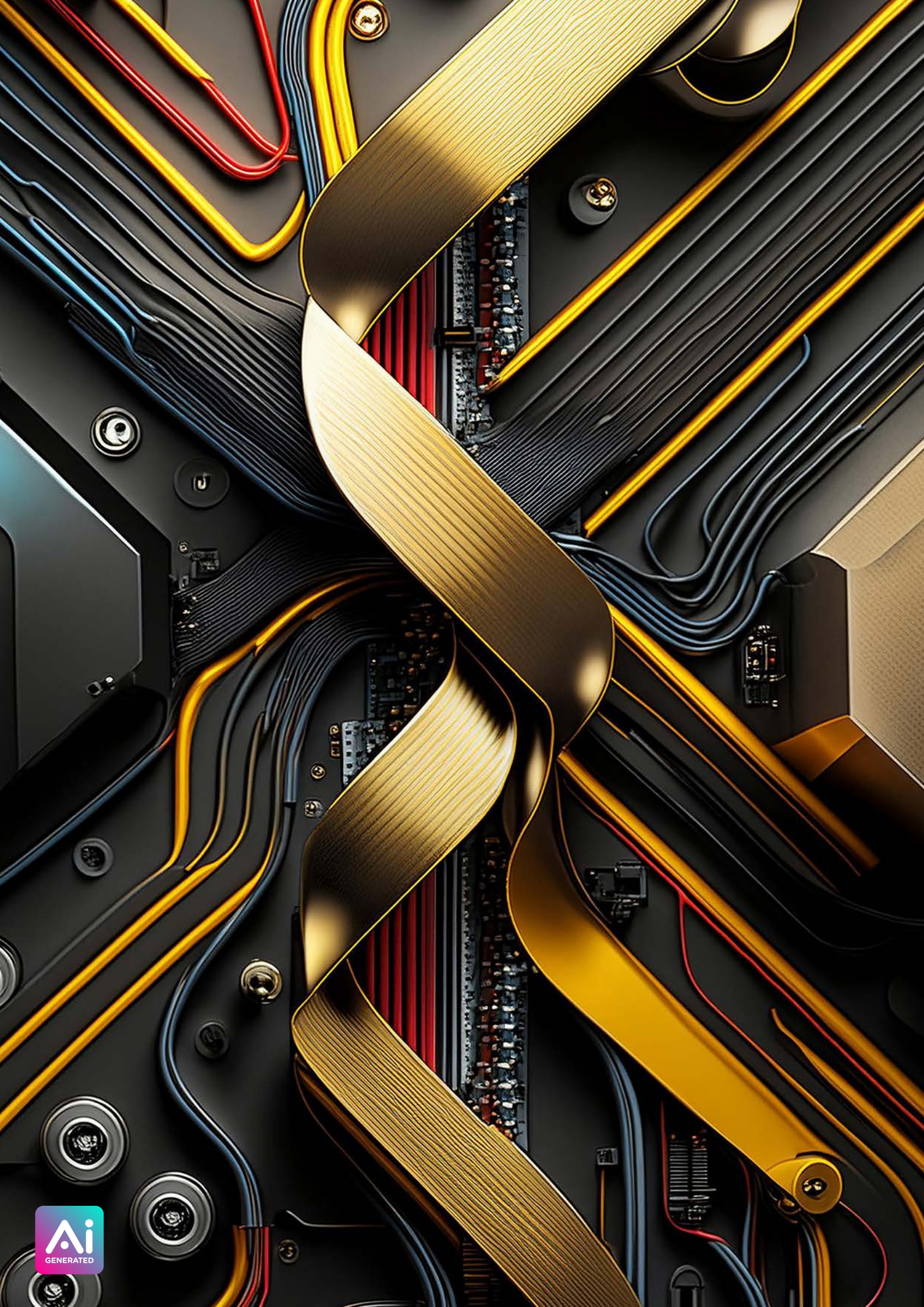
### Repair, reuse and recycle: we give tech longer life

We all love new technology and want to feel good about buying a new piece of kit. But we also know that not only is the total amount of materials consumed by the global economy continuing to rise(1) but electronic waste is also the world's fastest growing waste stream and is expected to grow to nearly 82 million tonnes by 2030 according to The global E-waste monitor 2024. We must face facts: we can't keep throwing stuff away. At Elkjøp, we don't just sell amazing technology; we save it too.

## CIRCULAR SHARE OF BUSINESS

In 23/24 Elkjøp introduced a new KPI called our Circular share of business - meaning revenue coming from circular products and services. These are insurance, extended warranty, recycling services, refurbished products, spare parts and repairs. We have set an ambitious target of reaching 10% Circular share of business by 2028 and are now working on concrete projects and business models to increase our circular business.





To help consumers give their tech longer life, Elkjøp has created a whole on-line universe with articles, tips and tricks and how-to guides on taking care of products. Cleaning earplugs, changing filter in washing machine, making the coffee machine clean again, we help you take care of your amazing tech! For further information, look at our website.

Through our continuous dialogue with customer club members, through newsletters and other communication channels, for example one year after purchasing a new washing machine, we encourage consumers to give their technology longer life.

We recognise that making repairs a natural choice requires convenience, competitive pricing and communicating the services available. With a significant grey market for repairs, with unauthorised players and parts, as leading retailers in all our markets we can be trusted advisors for repairs and change consumer behaviour.

This year we have launched “Destination Repair” in stores, wanting to become the customers preferred choice and top of mind when needing a repair service.

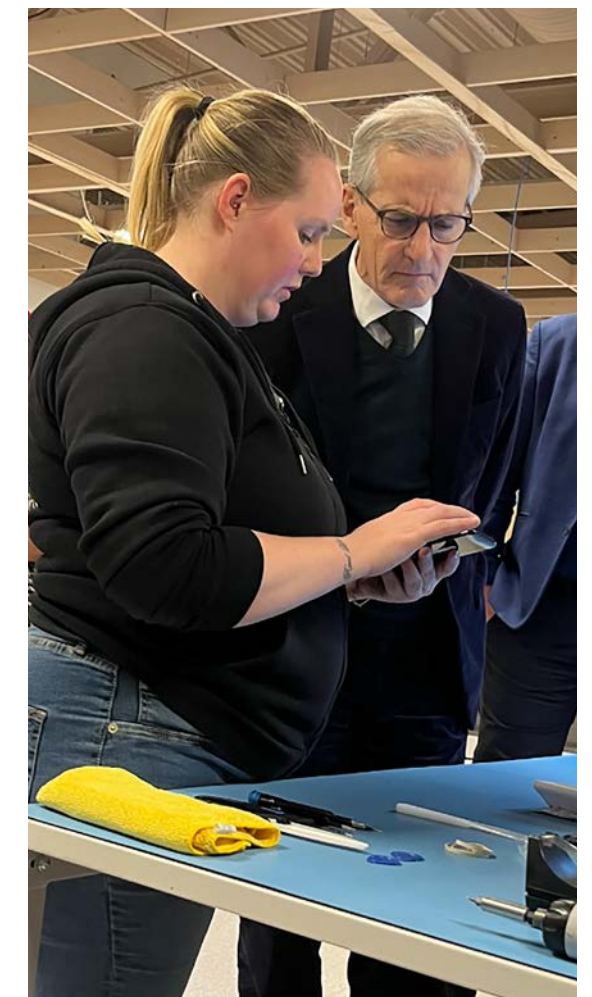
**“ Can it be repaired instead of replaced?”**

In stores we now have big signs saying, “Can it be repaired instead of replaced?” We are increasingly communicating our repair services and plan to make it even more visible and attractive for customers in the year to come.

Elkjøp insurance plans for mobiles, tablets and laptops feature a repair-first policy whereby a damaged or malfunctioning device is repaired rather than replaced whenever possible. Repair options include fast repairs in selected stores, through Elcare’s repair service centres. Replacements are offered in instances where a device has been stolen or is beyond repair.

We are proud of our repair centers Elcare, employing 220 skilled repairers in Norway, Sweden and Finland.

In November 23 we welcomed the Norwegian Prime minister Jonas Gahr Støre to Elcare in Kongsvinger, where he met our repair staff, heard about our plans and wishes for growing our repair business, even further.



We know that many consumers want to repair their product. However, we know that many find it too expensive, and not worthwhile. That is why Elkjøp has taken a position on and raised our voice on the topic of removing VAT on repair services. This would give consumers a real alternative. Elkjøp has raised this topic in the media and with politicians, sometimes in collaboration with our industry associations.





4099:-

**Used iPhone 11 smartphone  
64 GB (black)**

We want you to feel 100% safe when you buy a used New Start mobile from Elkjøp. The product is thoroughly tested, quality checked and comes with a 2 year warranty. The phones are almost like new, but at a lower price.

The volume of repairs is going down. We believe it is partially due to better products with lower failure-rates and decreasing quantity of sold units. In 23/24 we repaired about 533 000 products.

Trade -in is a bridge between the old and the new. We will always offer our customers the latest tech when you want to upgrade, and we try doing it in a way that's good for your pocket by using the trade-in value to make sure your new technology is more affordable. We'll also try to give it longer life in a different form to somebody else. In 24/25 we plan to improve the customer journey and make trade-in a natural part of the sales process in stores. we expect a significant step change on trade-ins the next year.



**Refurbished**

This year we have launched our refurbished concept NewStart in all markets - our refurbished smartphones proposition where products are sold with the same warranties and consumers rights as new products. The offer has been well received by customers with demand for popular models higher than expected. In 24/25 we plan to improve our offering of refurbished products.

**Responsible handling of electronic waste**

We encourage consumers to recycle and to bring old tech back to our stores, as the circular economy is dependent on getting used materials back into the loop.

In 23/24 we collected 4 million units of e-waste, a slight decrease compared to last year, as this highly correlates with sales numbers.

While most of the larger electronic products such as washing machines and TVs are collected, there is a challenge in all markets to collect smaller electronic

devices such as cables, power banks and the like. These are more likely to end up in the general trash. Similarly, mobile phones, tablets and other devices with stored data, remain with customers and are not entered into the circular economy, due to fear of private data going astray. Communicating to and assuring customers of Secure collect containers in stores, so that no employees or others will be in contact with the products consumers return to recycle is something we have become more aware of and wish to communicate clearly.

**Return for recycling**

Our aim is to make it easy and normal for all electronics to be recycled. Our service Environmental return offers recycling of old products when new ones are delivered. We see that by focusing on these types of services we can affect behaviour. We sold about 260 000 of these services in 2023/24. We also have a service for unpacking products and returning the packaging for safe recycling.



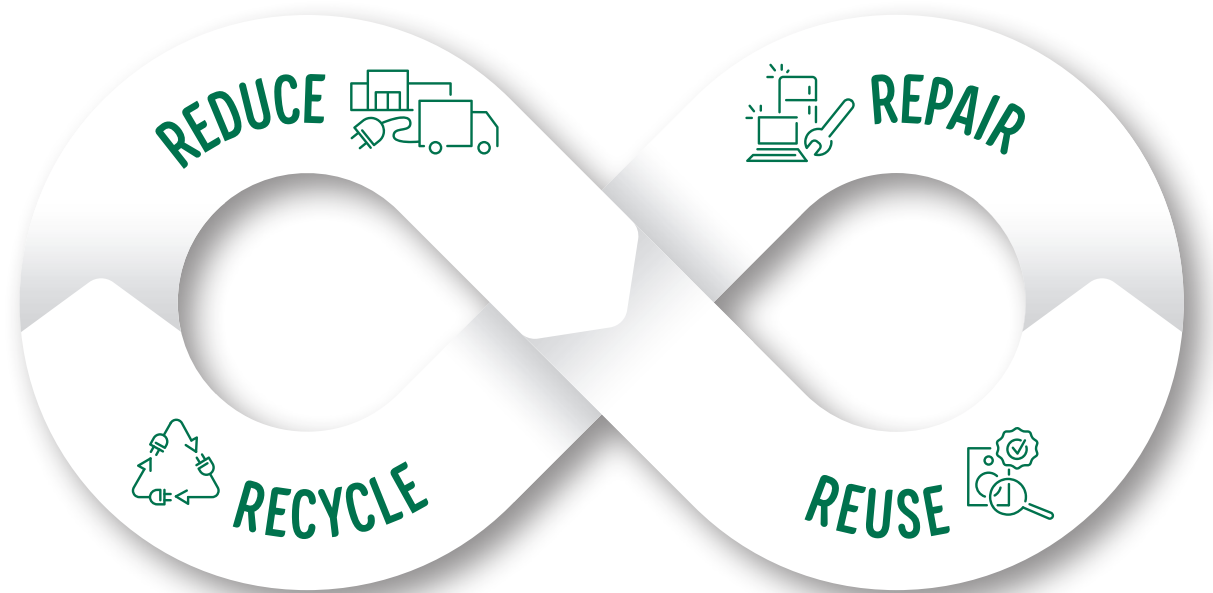


## GREEN HOUSE GAS EMISSIONS FOR ELKJØP NORDIC SCOPE 1, 2 AND 3

The GHG emissions for our business are as follows:

Elkjøp GHG Emissions	Scope	Tonnes of CO2 emitted 2023/24	% of Total (market-based) 2023/24
<b>Scope 1 Emissions</b>	<b>Scope 1</b>	<b>352</b>	<b>0.02%</b>
<b>Scope 2 Emissions (Location-based)<sup>1</sup></b>	<b>Scope 2</b>	<b>3 866</b>	<b>N/A</b>
<b>Scope 2 Emissions (Market-based)</b>	<b>Scope 2</b>	<b>1 169</b>	<b>0.07%</b>
<b>Scope 3 Emissions (Total)</b>	<b>Scope 3</b>	<b>1 782 761</b>	<b>99.91%</b>
1. Purchased Goods and Services <sup>2</sup>	Scope 3	727 009	40.75%
2. Capital Goods	Scope 3	Relevant, included in Cat1	N/A
3. Fuel- and energy-related activities	Scope 3	3 687	0.21%
4. Upstream transport and distribution	Scope 3	9 345	0.52%
5. Waste generated in operations	Scope 3	757	0.04%
6. Business travel	Scope 3	1 701	0.10%
7. Employee commuting	Scope 3	7 181	0.40%
9. Downstream transport and distribution	Scope 3	3 904	0.22%
11. Use of sold products	Scope 3	1 027 193	57.57%
12. End of life treatment	Scope 3	1 984	0.11%
<b>Total Emissions (Scope 1, Scope 2 Market-Based &amp; Scope 3)</b>		<b>1 784 281</b>	

<sup>1</sup>) Includes the footprint of our operations in the Czech Republic  
<sup>2</sup>) Includes the footprint of our franchise stores



## ENERGY CONSUMPTION ELKJØP NORDIC AS

The company-wide KWH energy consumption is as follows:

Energy consumption (kWh)	Total 2023/24
Natural gas	437 434
Heating (district heating)	12 725 704
Electricity	68 229 033
<b>TOTAL</b>	<b>81 392 171</b>







## GREEN HOUSE GAS EMISSIONS FOR ELKJØP NORWAY SCOPE 1, 2 AND 3

The GHG emissions for our business are as follows:

Elkjøp GHG Emissions	Scope	Tonnes of CO2 emitted 2023/24	% of Total (market-based) 2023/24
Scope 1 Emissions	Scope 1	12	0.00%
Scope 2 Emissions (Location-based)	Scope 2	100	0.03%
Scope 2 Emissions (Market-based)	Scope 2	12	0.00%
<b>Scope 3 Emissions (Total)</b>	<b>Scope 3</b>	<b>387 651</b>	<b>99.99%</b>
1. Purchased Goods and Services	Scope 3	234 239	60.42%
2. Capital Goods	Scope 3	-	0.00%
3. Fuel- and energy-related activities	Scope 3	591	0.15%
4. Upstream transport and distribution	Scope 3	4 430	1.14%
5. Waste generated in operations	Scope 3	397	0.10%
6. Business travel	Scope 3	1 220	0.31%
7. Employee commuting	Scope 3	2 424	0.63%
9. Downstream transport and distribution	Scope 3	524	0.14%
11. Use of sold products	Scope 3	143 163	36.93%
12. End of life treatment	Scope 3	662	0.17%
<b>Total Emissions (Scope 1, Scope 2 Market-Based &amp; Scope 3)</b>		<b>387 675</b>	

## ENERGY CONSUMPTION ELKJØP NORWAY

The company-wide KWH energy consumption is as follows:

Energy consumption (kWh)	Total 2023/24
District Heating	1 007 850.12
Electricity	22 043 635.93
<b>TOTAL</b>	<b>23 051 486.05</b>



## GREEN HOUSE GAS EMISSIONS FOR ELGIGANTEN SWEDEN SCOPE 1, 2 AND 3

The GHG emissions for our business are as follows:

Elkjøp GHG Emissions	Scope	Tonnes of CO2 emitted 2023/24	% of Total (market-based) 2023/24
Scope 1 Emissions	Scope 1	89	0.02%
Scope 2 Emissions (Location-based)	Scope 2	775	0.18%
Scope 2 Emissions (Market-based)	Scope 2	425	0.10%
<b>Scope 3 Emissions (Total)</b>	<b>Scope 3</b>	<b>441 619</b>	<b>99.88%</b>
1. Purchased Goods and Services	Scope 3	246 770	55.81%
2. Capital Goods	Scope 3	-	0.00%
3. Fuel- and energy-related activities	Scope 3	1 220	0.28%
4. Upstream transport and distribution	Scope 3	1 956	0.44%
5. Waste generated in operations	Scope 3	135	0.03%
6. Business travel	Scope 3	262	0.06%
7. Employee commuting	Scope 3	2 169	0.49%
9. Downstream transport and distribution	Scope 3	1 639	0.37%
11. Use of sold products	Scope 3	186 804	42.25%
12. End of life treatment	Scope 3	666	0.15%
<b>Total Emissions (Scope 1, Scope 2 Market-Based &amp; Scope 3)</b>		<b>442 133</b>	

## ENERGY CONSUMPTION ELGIGANTEN SWEDEN

The company-wide KWH energy consumption is as follows:

Energy consumption (kWh)	Total 2023/24
District Heating	6 859 902.08
Electricity	23 982 460.52
<b>TOTAL</b>	<b>30 842 362.60</b>





## GREEN HOUSE GAS EMISSIONS FOR ELGIGANTEN DENMARK SCOPE 1, 2 AND 3

The GHG emissions for our business are as follows:

Elkjøp GHG Emissions	Scope	Tonnes of CO2 emitted 2023/24	% of Total (market-based) 2023/24
Scope 1 Emissions	Scope 1	220	0.04%
Scope 2 Emissions (Location-based)	Scope 2	1 839	0.34%
Scope 2 Emissions (Market-based)	Scope 2	567	0.11%
<b>Scope 3 Emissions (Total)</b>	<b>Scope 3</b>	<b>539 020</b>	<b>99.85%</b>
1. Purchased Goods and Services	Scope 3	133 690	24.77%
2. Capital Goods	Scope 3	-	0.00%
3. Fuel- and energy-related activities	Scope 3	1 149	0.21%
4. Upstream transport and distribution	Scope 3	813	0.15%
5. Waste generated in operations	Scope 3	48	0.01%
6. Business travel	Scope 3	128	0.02%
7. Employee commuting	Scope 3	1 835	0.34%
9. Downstream transport and distribution	Scope 3	783	0.15%
11. Use of sold products	Scope 3	400 274	74.15%
12. End of life treatment	Scope 3	300	0.06%
<b>Total Emissions (Scope 1, Scope 2 Market-Based &amp; Scope 3)</b>		<b>539 808</b>	

## ENERGY CONSUMPTION ELGIGANTEN DENMARK

The company-wide KWH energy consumption is as follows:

Energy consumption (kWh)	Total 2023/24
District Heating	3 157 125.69
Electricity	11 514 083.69
Gas	437 434.03
<b>TOTAL</b>	<b>15 108 643.41</b>



## GREEN HOUSE GAS EMISSIONS FOR GIGANTTI FINLAND SCOPE 1, 2 AND 3

The GHG emissions for our business are as follows:

Elkjøp GHG Emissions	Scope	Tonnes of CO2 emitted 2023/24	% of Total (market-based) 2023/24
Scope 1 Emissions	Scope 1	31	0.01%
Scope 2 Emissions (Location-based)	Scope 2	899	0.22%
Scope 2 Emissions (Market-based)	Scope 2	165	0.04%
<b>Scope 3 Emissions (Total)</b>	<b>Scope 3</b>	<b>404 560</b>	<b>99.95%</b>
1. Purchased Goods and Services	Scope 3	102 402	25.30%
2. Capital Goods	Scope 3	-	0.00%
3. Fuel- and energy-related activities	Scope 3	727	0.18%
4. Upstream transport and distribution	Scope 3	2 145	0.53%
5. Waste generated in operations	Scope 3	177	0.04%
6. Business travel	Scope 3	91	0.02%
7. Employee commuting	Scope 3	753	0.19%
9. Downstream transport and distribution	Scope 3	958	0.24%
11. Use of sold products	Scope 3	296 953	73.37%
12. End of life treatment	Scope 3	356	0.09%
<b>Total Emissions (Scope 1, Scope 2 Market-Based &amp; Scope 3)</b>		<b>404 756</b>	

## ENERGY CONSUMPTION GIGANTTI FINLAND

The company-wide KWH energy consumption is as follows:

Energy consumption (kWh)	Total 2023/24
District Heating	1 700 825.67
Electricity	10 101 143.65
<b>TOTAL</b>	<b>11 801 969.32</b>



# FIGHTING DIGITAL EXCLUSION

**Most of us are on a fantastic tech journey that improves our everyday lives. But many are still left on the platform because the ticket is only available via app. We have a joint responsibility to get everyone on board – that is why we fight digital exclusion.**

Through our annual research, Tech Trouble, we have identified several groups that due to age, socioeconomic status, disabilities, language and cultural barriers, or other matters, find themselves on the wrong side of the technological divide in the Nordics. The survey enables us to keep track of customer challenges when it comes to technology. Our latest survey found one out of four people in the Nordics find it difficult to keep up with the changes in technology and one out of two say technology has become so expensive they were prevented from buying it because of economic reasons. Almost one out of three say the language of technology has become so complicated it is hard to keep up.

#### **The Elkjøp Foundation**

We have established the Elkjøp Foundation to fight digital exclusion. We work to raise awareness, increase knowledge, and enable access to people who are falling behind in the rapid development of technology. To connect, play or learn with technology should be easy and fun but that is not always the case. That is why the Elkjøp Foundation supports organisations and associations with products and guidance – in addition to financial resources. This is very close to our vision and our hearts, and work we are incredibly proud of!





# THE PEOPLE

**Our workforce is our most important asset, and as such, we strive to accommodate a culture and climate where our employees can grow and thrive.**

In order to help everyone enjoy the amazing benefits of technology, we need to reflect the diversity of our customers and society as a whole throughout our workforce. As such, diversity, equity, inclusion, and belonging (DEIB) is an important priority for the Elkjøp Group. This means that we recognise that supporting diversity and active inclusion is not only the right thing to do, but also the right thing for our business. Our commitment is woven into our values and our belief that Elkjøp delivers its best when we embrace the full spectrum of society, regardless of what we look like, where we come from, or who we love. Our commitment to DEIB is to build a strong foundation for the entire Elkjøp Group across the Nordic countries (Elkjøp Nordic, Elkjøp, Elgiganten, and Gigantti).

Elkjøp aims to have a diverse workforce at every level of the organisation and in all business units. We achieve this by working systematically with everything from goals, policies, regulations on how we recruit, develop, and retain diversity in our organization, and in building company culture. The Norwegian Discrimination Act's objective is to promote gender equality, ensure equal opportunities and rights, and to prevent discrimination due to ethnicity, national origin, descent, skin tone, language, religion, and faith. Elkjøp is working actively, determined and systematically to encourage the Act's purpose within the business through recruiting, salary and working conditions, promotion, development opportunities and protection against harassment. We have carried out an evaluation in line with the law and regulations, for results and more information on how we actively work with DEIB, see our "Diversity, Equity, Inclusion, and Belonging at Elkjøp Nordic 2023" at our company website [elkjopnordic.com](http://elkjopnordic.com).



## Elkjøp Academy

Learning and development are a key driver for our company and is at the very core of our culture. In Elkjøp, we use a blended training approach to develop our employees. One of these methods is digital training, also known as e-learning. Our internal training platform is named "Academy", which all employees in the organisation have access to. As a part of our onboarding program, mandatory trainings must be completed during the first months of employment. Trainings which are part of the onboarding is tailored to the employee's given role in the company. All employees have access to a library containing trainings on both a Nordic and local level. Our key training areas are sales training, customer interactions, product knowledge, system trainings, compliance guidelines, leadership, diversity equality & inclusion and personal development. Gamification is one of our key pillars when developing training material and we strive to make digital training content engaging to our audiences.

Beside digital trainings, a wide array of courses both digitally, physically and blended is offered as part of learning activities. Being a trusted advisor towards our customers is very important to us, and we know thorough training is needed to realize our potential and meet our customers' expectations.

## Training hours

Academy Learning Portal (LMS)  
Over 600 training programmes were offered through more than 100 suppliers and in-house training programs. In total, over 28.147 training hours have been completed from e-learning alone.

## Campus

Once a year, we invite around 1000 suppliers and almost 6000 Elkjøp coworkers for a large gathering at Gardermoen Norway, called CAMPUS. Over a period of one month this makes up the largest consumer electronics trade fair in the whole Nordics, where coworkers get the chance to test and learn about the latest in electronics before it hits the shelves. Since 2016 we have used this opportunity to educate our employees, forge relationships and create engagement and knowledge. Highly focused on Product Knowledge during CAMPUS to ensure that individuals have a deep understanding of the product

and services they are working with and selling. This also allows our employees to be more confident and secure in their dialogue with potential customers, which contributes to a positive customer experience, which can lead to customer satisfaction and loyalty.

During Campus we also have our yearly Leadership Summit, where we gather all Store Managers and local Backoffice managers to bring all leaders together to reflect on our opportunities and to be a part of shaping our path forward.

## Classroom training hours (F2F & Teams)

In the last years, we as a company have become very skilled in using digital platforms for training. This year we were again back in the classrooms, but with the newly learned skills within digital learnings, we saw and increase in use of blended learning. Introducing new systems which increased the overall quality on learning, but also made our physical training activity a lot more efficient.

Over 2100 employees participated in some form of digital or physical training session hosted by either local or the Nordic people development department. (Excluding Campus)

## Leadership programs

At Elkjøp we believe our leaders have a key role in facilitating growth, both in business, teams, and individuals. We invest in leadership development, and we have relevant programs whether our employees are already a leader, aspire to become a leader, or wish to further develop their leadership skills. Our leadership programs are: Leading self, Leading with impact, Leading Growth and Leading change. Participation FY 23/24:

- 24 colleagues participated in our Leading self-programme
- 151 colleagues finished our Leading Others programme
- 21 colleagues finished our Leading Growth programme
- 21 colleagues finished our Leading Change programme
- 1389 colleagues finished other kind of internal Leadership training

In addition to our leadership programs, we also offer other development initiatives (such as processes for effective leadership teams) as well as coaching and support to our leaders.