



# Climate report 2019

Carbon neutrality PAS 2060  
Qualifying Explanatory Statement  
**Baseline period 2019**

In collaboration with Tricorona Climate Partner



**Klarna.**

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# Foreword

Klarna is the leading global provider of innovative payments and shopping solutions for consumers and merchants online and in store. Klarna was founded in Sweden in 2005 to disrupt the payments industry, and since 2017, has operated as a fully licensed bank. Klarna is active in 17 core markets and currently holds a post money valuation of USD 5.5bn, which ranks Klarna as the largest private fintech in Europe and one of the largest private fintechs globally.

In the face of increasing concerns about climate change and calls for action, Klarna announced in 2019 that they would take steps to take the company carbon neutral. And in true Klarna fashion, this commitment was to be realized within a year. We are happy to confirm that this task has now been achieved.

In 2020, Klarna achieved carbon neutrality across all operations, as calculated from the baseline year of 2019. This covers the daily running of the organization across all offices and the impact of our products from a life cycle perspective.

The report, referred to as the Qualifying Explanatory Statement (QES), contains all relevant documentation to support Klarna's assertion of carbon neutrality. Klarna Holding AB's wholly owned subsidiary Klarna Bank AB (publ) is a registered bank and is under the supervision of the Swedish Financial Supervisory Authority (Finansinspektionen).

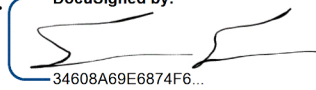
Thank you for reading!

## Declaration of carbon neutrality

"Carbon neutrality of total operations achieved by Klarna Holding AB in accordance with PAS 2060 at 2020-05-28 for the period commencing 2019-01-01, Tricorona Climate Partner AB declared."

Date: 5/28/2020

Signed:

DocuSigned by:  
  
34608A69E6874F6...

Sebastian Siemiatkowski,  
CEO and Co-founder

## Background and aim of the statement

Over the course of 2019, and in collaboration with Tricorona Climate Partner (Tricorona), Klarna quantified the climate impact of its operations, including their products, from a life cycle perspective. The purpose was to identify which areas of the organization generated the largest emissions so that Klarna could take appropriate measures to institute a reduction plan and ultimately, ensure carbon neutrality.

The aim of this report is to provide documentation of compliance with the requirements of carbon neutrality as expressed in PAS 2060:2014 *Specification for the demonstration of carbon neutrality*. This report constitutes the Qualifying Explanatory Statement which aims to substantiate that Klarna has achieved its first cycle of carbon neutrality. It covers Klarna's operations and products for the period 1 January 2019 – 31 December 2019. Klarna has currently not made any commitment to maintain the status of carbon neutrality beyond this period. Calculations have been undertaken by Tricorona Climate Partner AB and are based on activity data provided by Frida Waldesjö, Sara Davidson and Martin Elwin on the part of Klarna.

The quantification of the carbon footprint includes the life cycle emissions for Klarna's entire operations, including the sole physical product, the Klarna card. All geographical entities where Klarna is present as of 2019 have been included, as well as all organizational entities. The applied method is the GHG Protocol Corporate Standard including supplements.

Table 1 – Summary of the Qualifying Explanatory Statement

PAS 2060 Information Requirement	Information as it relates to Klarna
Entity making PAS 2060 declaration	Klarna Holding AB
Subject of PAS 2060 declaration	Total operations during 2019.
Function of subject	The function of Klarna is to provide banking and payment services, in particular for online payments.
Activities required for the subject to fulfil its function	The activities required for Klarna to fulfil its function include the following: <ul style="list-style-type: none"><li>• Provision of online banking services.</li><li>• Production and distribution of the Klarna Card.</li><li>• Acquisition of purchased equipment.</li><li>• Sending digital and physical mail.</li><li>• Use of data storage.</li></ul>

Rationale for the selection of subjects	The subject of carbon neutrality is all Klarna's activities and thus reflects 100% of the carbon footprint. This is the most comprehensive Scope possible.
Type of conformity assessment undertaken	Other Party Validation
Baseline date for PAS 2060 program	1 January 2019
Achievement period	1 January 2019 – 31 December 2019

## Scope

The subject for carbon neutrality is Klarna's entire operations. This includes facilities, energy use, business travel, employee commuting, material use, events, data storage and waste among other types of activities.

The climate impact of purchased goods has been calculated from a life cycle perspective, from the acquisition of raw materials until they reach Klarna. Where applicable, end of life emissions are included.

**Table 2 – Overview of applied system boundaries for Klarna's carbon neutrality**

Scope 1	Scope 2	Scope 3 Upstreams	Scope 3 Downstreams
Owned and leased vehicles	Electricity	Purchased goods and services	Downstream transportation and distribution
	Heating	Fuel and energy-related activities (not included in scope 1 and 2)	Investments
	Cooling	Transportation and distribution Waste generated in operations Business travel Employee commuting	

## PAS 2060 Carbon neutrality

The baseline period of the statement corresponds to the full year of 2019. Klarna has achieved carbon neutrality for the baseline year by offsetting the total carbon footprint. A plan for reducing the carbon footprint has been established as a part of this statement. Should any changes occur that affect the validity of the statement, the Qualifying Explanatory Statement (QES) shall be updated accordingly.

## Quantified carbon footprint

The total carbon footprint of Klarna's 2019 operations amounts to 11,978 tonnes CO<sub>2</sub>e.

Table 3 – Total carbon footprint divided by Scope

GHG-scope	Carbon footprint (t CO <sub>2</sub> e)	Share thereof
Scope 1	35	0.3%
Scope 2	427	3.6%
Scope 3	11,516	96.1%
<b>Total</b>	<b>11,978</b>	<b>100%</b>
<b>Carbon footprint/ employee (FTE)</b>	<b>4,21</b>	

As can be observed in table, the majority of Klarna's emissions are found in Scope 3. The main contributing categories are business travel and purchased goods and services. Emissions from Scope 1 and 2 amount to around 4% of total emissions.

Table 4 – Total carbon footprint divided by processes

Main activity	Contribution to total emissions (%)
Business travel	62.8%
Purchased goods	16.2%
Heating and electricity	6.8%
Food	3.5%
Events	3.2%
Logistics	2.6%
Data storage	2.6%
Employee commuting	2.2%

Waste	0.0%
<b>Total</b>	<b>100%</b>

## Methodology

The method for quantification of the carbon footprint is based on the documents listed below:

- PAS 2060:2014
- GHG Protocol Corporate Standard
- GHG Protocol Scope 2 Guidance
- GHG Protocol Corporate Value Chain (Scope 3)

The GHG protocol has been selected because it is one of the most recognized and frequently applied standards to quantify climate impact of corporations. As such, it is explicitly endorsed by PAS 2060. In the protocol, the carbon footprint of the selected subject is calculated based on an operational control approach. Emissions from electricity are calculated using the market-based approach.

The following greenhouse gases have been included in the calculations:

- Carbon dioxide (CO<sub>2</sub>)
- Methane (CH<sub>4</sub>)
- Nitric Oxide (N<sub>2</sub>O)
- Hydrofluorocarbons (HFCs)
- Perfluorocarbons (PFCs)
- Sulfur hexafluoride (SH<sub>6</sub>)

The corresponding global warming potential of each gas is obtained from the IPCC Assessment report 5 (2014). Total emissions are measured in carbon dioxide equivalents (CO<sub>2</sub>e).

All emissions in Scope 1 and 2 relevant to the applied system boundaries are included and have been quantified. This process has also been applied to all relevant and feasibly quantifiable emissions in Scope 3.

### Scope 1 emissions

Scope 1 emissions are constituted of direct emissions from vehicles operated by Klarna for transport of personnel and goods.



## Scope 2 emissions

Scope 2 emissions are constituted of emissions from the consumption of electricity and heating in facilities.

## Scope 3 emissions

The following categories of Scope 3 emissions are relevant and have been quantified:

- Category 1 – Purchased goods and services
- Category 3 – Fuel and other energy-related activities
- Category 4 – Upstream transportation and distribution
- Category 5 – Waste generated in operations
- Category 6 – Business travel
- Category 7 – Employee commuting
- Category 9 – Downstream transportation and distribution

## Data and data sources

In the quantification of Klarna's carbon footprint, both primary and secondary sources of data have been used. Secondary data based on averages or estimates has only been used in cases where primary data was unavailable or could not reasonably be obtained. All activity data has been reported by Klarna.

Primary data covers parts of activity data within direct control of Klarna including use of electricity, heating, weights and quantities of purchased goods, distances of upstream and downstream logistics, business travel, and data storage.

Secondary data has been used where primary data has been unavailable. This applies partly to heating, electricity use, and business travel among other categories.

Emission factors that have been used to quantify the carbon footprint of Klarna's operations are sourced from databases and sources such as Ecolnvent, DEFRA, Network for Transport Measures and the Swedish Transport Administration.

Where emission factors have not been available, they have been constructed or calculated by Tricorona Climate Partner.

## Assumptions

The assumptions with the biggest potential impact on the quantified carbon footprint are as follows:

- Where emission data was missing for electricity, heating, taxi and hotel nights, the activity data has been assumed to be the average per employee of the rest of the entity.

- Where emission data was missing for marketing productions and events, emissions have been estimated based on the description of the events from Klarna.
- Where emission data was missing for specific events, an average of calculated emissions per reported event has been applied.
- Emissions from data storage services have been partially calculated based on primary data. Where emission data was not available, these services have been assumed to have the same ratio between cost and server use as the calculated data storage.
- Where renewable electricity has been reported without further specification, the renewable part of the production mix for the grid in question has been used for emission quantification.
- Where more specific data was unavailable, consumption of office material has been assumed to correspond to the average for Nordic countries as calculated by Tricon.

### Exclusion of emission sources

Table 5 specifies assessed sources of emissions that are considered insignificant. The assessment of insignificance is made based on the hypothetical emission factor per specified unit that each activity would require to attain materiality. It has been deemed unlikely that any component or activity would have an actual unit to emissions-ratio of more than 1:30 and thus all components with a ratio above this level have been excluded. Emissions related to investments have been excluded on the basis of unfeasible quantification. This has been accounted for in excluded emissions.

**Table 5 – Test for exclusion of activities**

Activity/ Component	Phase	Total Amount	Unit	EF/unit to attain materiality
Klarna Card	End of life treatment	-*	pcs	0,48kg/pcs
Travel to Smooth Week	Bus and bus on ferry transfer	2	trips	60 t CO2e/trip

*\*This information is not publicly available. The materiality exclusion test has been applied.*

See appendix A for a full list of emission sources that have been included and excluded.

### Uncertainty

Uncertainty in the quantification of the carbon footprint arises from assumptions and estimations made wherever activity data has not been available. The use of average emission factors implies uncertainty because actual emissions can differ from averages. Wherever uncertainty exists, efforts have been made not to underestimate the actual carbon footprint of the given activity.

In order to manage uncertainty of the result, a weighted uncertainty assessment was undertaken. The result of this assessment is that a percentage of the total calculated result will be added when the carbon footprint is offset. For Klarna's 2019 operations, the result of the weighted uncertainty is 12.92% which will thus be added to the volume of the carbon offsetting.

## Carbon footprint management plan

Table 6 specifies the activities Klarna plans to undertake in order to reduce the carbon footprint during the coming cycles of carbon neutrality. As of the publication of this QES, the impact of the suggested measures have not yet been established. As Klarna continues to explore the viability of reduction measures, the expected emission reductions will become clear. As a result, the carbon footprint management plan will be updated at least once before the next quantification of Klarna's carbon footprint.

Table 6 – Carbon footprint management plan

Reduction measure goal	Reduction measure action	Implementation period	Expected reduction (tonnes CO2e)	Expected reduction as share of total emissions (%)
Host 100% of our server use and data storage in the cloud	Phase out the use of the remaining physical servers which Klarna operates and replace with cloud based data storage	2020	43	0.4%
Reduce global air travel emissions by 5% per employee	Make flights under 500 km unbookable	2020	Minimum 192	1.6%
	Promote digital meetings		Unknown	Unknown
	Host candidate interviews at closest Klarna location		Unknown	Unknown
Use renewable energy in 95% of offices where we have the ability to choose our own suppliers,	Map existing energy contracts and switch suppliers and/ or energy contracts	2020	273	2.3%
	Make renewable energy a requirement			

and in 60% of all of our offices	for procurement of new offices			
<b>Total of suggested quantified measures</b>	-	-	<b>508</b>	<b>4.2%</b>
<b>Total of suggested quantified reduction measures per employee (FTE)</b>	-	-	<b>0,18</b>	<b>4.2%</b>

## Carbon offsetting plan

For the first year of the carbon neutrality cycle, Klarna will offset the total carbon footprint. Due to uncertainties related to secondary data and emission factors, an additional 12.92% of the total carbon footprint will be offset. The total volume that will be offset is thus 13,172 tonnes CO<sub>2</sub>e.

Klarna has chosen to offset through the three following projects:

### Amayo Wind Power Project Phase II

CDM registry number: 5305

Type of credits: CER

Crediting period: 2018 - 2025

Volume offset: 3,517 tonnes CO<sub>2</sub>e

The project adds 23 MW to the Amayo Wind Farm, located in the province of Rivas, Nicaragua. The estimated annual average reduction of greenhouse gas emissions is 182 000 tonnes CO<sub>2</sub>e. The project is certified by CDM and Gold Standard.

[Link to CDM registry](#)

### Bangkok Kamphaeng Saen West: Landfill Gas to Electricity Project

CDM registry number: 3483

Type of credits: CER

Crediting period: 2011-2018

Volume offset: 6,138 tonnes CO<sub>2</sub>e

The project converts landfill gas to 16 MW annual electricity through combustion. This equals an estimated 660 000 tonnes of avoided CO<sub>2</sub> emissions yearly. The project is certified by CDM and Gold Standard.

[Link to CDM registry](#)

## Vaayu India Wind Power Project

CDM project ID: 4677

Type of credits: CER

Crediting period: 2011-2021

Volume offset: 3,517 tonnes CO<sub>2</sub>e

The project consists of a 63-turbine wind farm, supplying an annual 98 GW to the grid in the Andhra Pradesh Region of India. This is estimated to generate avoided emissions of 93 000 tonnes CO<sub>2</sub>e annually. The project is certified by CDM and Gold Standard.

[Link to CDM registry](#)

When the cancellation of credits has been done, Klarna will be provided with a certificate of offsetting. The cancellation of the credits from the selected projects is documented in Appendix D.

**Table 7 – Overview of carbon offsetting**

<b>Carbon offsetting component</b>	<b>Tonnes CO<sub>2</sub>E</b>
Calculated carbon footprint	11,978
Excluded emission sources (5%)	599
Uncertainty supplement (12.92%)	1,584
Deduction of executed carbon offsetting	953
<b>Total offsetting volume</b>	<b>13,172</b>

## Appendix A

### Exclusion of emission sources

	Scope 3 category emission source	Included/excluded	Justification
1	Purchased goods and services	Included	
2	Capital goods	Excluded	Not relevant
3	Fuel and other energy-related activities	Included	
4	Upstream transportation and distribution	Included	
5	Waste generated in operations	Included	
6	Business travel	Included (see table 5 for exception)	
7	Employee commuting	Included	
8	Upstream leased assets	Excluded	Not relevant
9	Downstream transportation and distribution	Included	
10	Processing of sold products	Excluded	Not relevant
11	Use of sold products	Excluded	Not relevant
12	End of life treatment of sold products	Excluded	Quantification unfeasible (see table 5)
13	Downstream leased assets	Excluded	Not relevant
14	Franchises	Excluded	Not relevant
15	Investments	Excluded	Quantification not feasible

## Appendix B

### Checklist for QES supporting declaration of achievement of carbon neutrality

Checklist for QES supporting declaration of achievement of carbon neutrality	
1) Define standard and methodology use to determine its GHG emissions reduction.	<input checked="" type="checkbox"/>
2) Confirm that the methodology used was applied in accordance with its provisions and the principles set out in PAS 2060 were met.	<input checked="" type="checkbox"/>
3) Provide justification for the selection of the methodologies chosen to quantify reductions in the carbon footprint, including all assumptions and calculations made and any assessments of uncertainty. <i>(The methodology employed to quantify reductions shall be the same as that used to quantify the original carbon footprint. Should an alternative methodology be available that would reduce uncertainty and yield more accurate, consistent and reproducible results, then this may be used provided the original carbon footprint is re-quantified to the same methodology, for comparison purposes. Recalculated carbon footprints shall use the most recently available emission factors, ensuring that for purposes of comparison with the original calculation, any change in the factors used is taken into account).</i>	N/A
4) Describe the means by which reductions have been achieved and any applicable assumptions or justifications.	N/A
5) Ensure that there has been no change to the definition of the subject. <i>(The entity shall ensure that the definition of the subject remains unchanged through each and every stage of the methodology. In the event that material change to the subject occurs, the sequence shall be re-started on the basis of a newly defined subject.)</i>	N/A
6) Describe the actual reductions achieved in absolute and intensity terms and as a percentage of the original carbon footprint. <i>(Quantified GHG emissions reductions shall be expressed in absolute terms and shall relate to the application period selected and/or shall be expressed in emission intensity terms (e.g. per specified unit of product or instance of service)).</i>	N/A
7) State the baseline/qualification date.	<input checked="" type="checkbox"/>
8) Record the percentage economic growth rate for the given application period used as a threshold for recognising reductions in intensity terms.	N/A
9) Provide an explanation for circumstances where a GHG reduction in intensity terms is accompanied by an increase in absolute terms for the determined subject.	N/A
10) Select and document the standard and methodology used to achieve carbon offset.	<input checked="" type="checkbox"/>
11) Confirm that:	
a) Offsets generated or allowance credits surrendered represent genuine, additional GHG emission reductions elsewhere.	<input checked="" type="checkbox"/>
b) Projects involved in delivering offsets meet the criteria of additionality, permanence, leakage and double counting. (See the WRI Greenhouse Gas Protocol for definitions of additionality, permanence, leakage and double counting).	<input checked="" type="checkbox"/>
c) Carbon offsets are verified by an independent third party verifier.	<input checked="" type="checkbox"/>

d) Credits from Carbon offset projects are only issued after the emission reduction has taken place.	<input checked="" type="checkbox"/>
e) Credits from Carbon offset projects are retired within 12 months from the date of the declaration of achievement.	<input checked="" type="checkbox"/>
f) Provision for event related option of 36 months to be added here.	N/A
g) Credits from Carbon offset projects are supported by publicly available project documentation on a registry which shall provide information about the offset project, quantification methodology and validation and verification procedures.	<input checked="" type="checkbox"/>
h) Credits from Carbon offset projects are stored and retired in an independent and credible registry.	<input checked="" type="checkbox"/>
12) Document the quantity of GHG emissions credits and the type and nature of credits actually purchased including the number and type of credits used and the time period over which credits were generated including:	<input checked="" type="checkbox"/>
a) Which GHG emissions have been offset.	<input checked="" type="checkbox"/>
b) The actual amount of carbon offset.	<input checked="" type="checkbox"/>
c) The type of credits and projects involved.	<input checked="" type="checkbox"/>
d) The number and type of carbon credits used and the time period over which the credits have been generated.	<input checked="" type="checkbox"/>
e) For events, a rationale to support any retirement of credits in excess of 12 months including details of any legacy emission savings, taken into account.	N/A
f) Information regarding the retirement/cancellation of carbon credits to prevent their use by others including a link to the registry or equivalent publicly available record, where the credit has been retired.	<input checked="" type="checkbox"/>
13) Specify the type of conformity assessment:	
a) independent third party certification;	<input type="checkbox"/>
b) other party validation;	<input checked="" type="checkbox"/>
c) self-validation.	<input type="checkbox"/>
14) Include statements of validation where declarations of achievement of carbon neutrality are validated by a third party certifier or second party organizations.	<input checked="" type="checkbox"/>
15) Date the QES and have it signed by the senior representative of the entity concerned (e.g. CEO of a corporation; Divisional Director, where the subject is a division of a larger entity; the Chairman of a town council or the head of the household for a family group).	<input checked="" type="checkbox"/>
16) Make QES publicly available and provide a reference to any freely accessible information upon which substantiation depends (e.g. via websites).	<input checked="" type="checkbox"/>



**QES openness and clarity- Entities should satisfy themselves that:**

1) Does not suggest a reduction which does not exist, either directly or by implication.	N/A
2) Is not presented in a manner which implies that the declaration is endorsed or certified by an independent third party organization when it is not.	<input checked="" type="checkbox"/>
3) Is not likely to be misinterpreted or be misleading as a result of the omission of relevant facts.	<input checked="" type="checkbox"/>
4) Is readily available to any interested party.	<input checked="" type="checkbox"/>

## **Appendix C**

### Carbon Neutral Assurance letter

# Carbon Neutral Assurance Letter

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Statement No.:  
CN-OPV 20-003

Initial Issuance Date:  
2020.05.18

This letter of assurance affirms that:

The Qualifying Explanatory Statement entitled:

Klarna PAS 2060 Qualifying explanatory statement

Issued by the Organization

## **Klarna Holding AB**

Sveavägen 46  
111 34 Stockholm

aimed to demonstrate carbon neutrality as defined in PAS 2060:2014 *Specification for the demonstration of carbon neutrality*, has been verified in accordance with the requirements specified for other party validation in the aforementioned standard and in ISO 14064-3 2019: *Specification with guidance for the verification and validation of greenhouse gas statements* and based on the process and procedures conducted there is no evidence that the GHG statement

- Has not been prepared in accordance with related international standards on GHG quantification, monitoring and reporting or to relevant national standards and practices.
- Is not materially correct and is not a fair representation of GHG data and information.

Place and date:

Stockholm, 2020.05.18

For Tricorona Climate Partner



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Christian Patay  
CEO

## **Appendix D**

### Certificates of cancelled carbon credits

# GO.

Climate Neutral

## Carbon Offset Certificate

We hereby certify that

**Klarna Bank AB**

has carbon offset

**953 tonnes CO<sub>2</sub>e**

for the Berlin event

**Project information**

Name: Godawari Green Energy Solar

Country: India

Project ID: GS 6586

Project type: Gold Standard

**Date: 2019-11-04**



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Cissi Lindén - GoClimateNeutral

CARBON OFFSET

# Certificate

We hereby certify that

**Klarna Bank AB**

has offset 13 172 tonnes CO<sub>2</sub>e

for Carbon Neutrality 2019

Project: India Wind – Gold Standard, CER

Thailand LFG- Gold Standard, CER

Nicaragua Wind- Gold Standard, CER



Christian Patay, CEO

**TRICORONA**  
CLIMATE PARTNER

All projects are carefully selected by Tricorona Climate Partner, according to rigorous sustainability and additionality criteria. The projects are furthermore fully audited by independent third parties in accordance to every specific projects certification



**Transaction**

Transaction Id: EU589576  
Transaction Type: 04-00 Cancellation Kyoto Units  
Transaction Status: 4-Completed  
Transferring Account ID: EU-100-5025480-0-93  
Numerco Limited  
Acquiring Account ID: EU-230-5022673-2-57  
Start Date: 04/06/2020 12:28 CEST  
Approval Date: 05/06/2020 12:06 CEST  
Last Update: 05/06/2020 12:07 CEST  
Comments: On behalf of Tricorona Climate Partner AB

<b>Unit Type</b>	<b>Project</b>	<b>Quantity</b>
CER	NI5305	3,517



**Transaction**

Transaction Id: EU589054  
Transaction Type: 04-00 Cancellation Kyoto Units  
Transaction Status: 4-Completed  
Transferring Account ID: EU-100-5025480-0-93  
Numerco Limited  
Acquiring Account ID: EU-230-5022673-2-57  
Start Date: 27/05/2020 16:12 CEST  
Approval Date: 27/05/2020 16:24 CEST  
Last Update: 27/05/2020 16:25 CEST  
Comments: On behalf of Tricorona Climate Partner AB

<b>Unit Type</b>	<b>Project</b>	<b>Quantity</b>
CER	TH3483	6,138





## Transaction

Transaktionskod: SE33165  
Transaktionstyp: 04-00 Annullering av Kyotoenheter  
Transaktionsstatus: 4-Genomförd  
Id för överförande konto: SE-121-890-0-12  
TCP stock account  
Typ av överförande konto: Personkonto i nationellt register  
Id för mottagande konto: SE-230-5019008-2-7  
Typ av mottagande konto: Frivillig annullering  
Startdatum: 26/02/2021 13:52 CET  
Approval Date: 26/02/2021 14:03 CET  
Senaste uppdatering: 26/02/2021 14:04 CET  
Kommentarer:

Enhetstyp	Project	Mängd
CER	IN8198	Godkänt 3,517



**Klarna.**