



ALFA
MOBILITY

Sustainability Highlights

Alfa Mobility Sustainability Highlights

Table of contents

1. About Alfa Mobility	4
2. Word from the CEO	5
3. Highlights and results 2024	6
3.1 Environment	6
3.2 Social	6
3.3 Governance	6
4. Material topics & global goals	7
4.1 Our focus areas	7
4.2 UN Global goals	7
5. Environment	8
5.1 Environmental focus & objectives	8
5.2 Areas of impact	9
5.3 Emissions overview	9
Cases	10-11
6. Social responsibility	12
6.1 Inclusive workplace	12
6.2 Employee well-being	12
6.3 Health & safety	13
6.4 Learning & development	13
7. Governance	14
7.1 Management & sustainability governance	14
7.2 Policies & processes	14
7.3 Risk management	15
7.4 Data privacy & information security	15
7.5 Ethics & anti-corruption	15
8. Contacts	16
9. Appendix	17



What's Your North Star?

We are the Nordic region's leading provider of immigration, relocation, and international moving services. With approximately 250 employees in Sweden, Denmark, Norway, and Finland, we handle assignments in over 150 countries each year. We offer tailored solutions for both private individuals and organizations, always with a focus on quality, safety, and sustainability.

Alfa's environmental strategy is central in the work towards our vision to provide sustainable mobility services. Alfa is the largest Nordic provider of mobility and assignment services for Private, Corporate and Industry Partners.



Sustainability is not a side project – it is part of our vision, our identity, and the way we create long-term value. We aim to be a positive force for a more sustainable future, where every step we take – whether in digitalisation, customer solutions or vehicles – builds on a staircase towards greater sustainability.

We are living in a time where companies must take responsibility for more than just their financial results. Our sustainability work is therefore about reducing the net cost to the planet's resources – for example, by enabling circular moving services where furniture and materials are reused instead of replaced with new purchases. Moving is not just a practical process – it is also an opportunity to think differently and more sustainably.

We believe in the principle of incremental change:

that sustainability is built over time, through concrete actions, learning and continuous improvement. Our goal is not to be finished, but to keep taking the next step. Through certifications, investments in renewable energy and electric transport, and an increased focus on transparency in our supply chain, we have taken important strides this year.

Annika Roupé
CEO

Our vision is to **deliver sustainable global mobility – for people and businesses**. That vision is our guiding star, and it leads us every day in our mission: **to bring peace of mind to people on the move.**



3.1 Environment

Our CO₂e-emissions in scope 1 & 2 (location based) in relation to turnover was reduced 29% in 2024 compared to our base year 2023.

- Due to Investments in electric vehicles and charging infrastructure in Denmark and Sweden, our fleet of pool cars is 100% low emission vehicles.
- Increased solar energy production from 70 to 205 MWh.
- FSC-certified packaging materials with a high proportion of recycled content.

3.2 Social

- Implementation of a unified onboarding process across all countries.
- Focus on eNPS and leadership development.
- Launched DEIB (Diversity, Equity, Inclusion & Belonging) initiatives.

In 2024, Alfa intensified efforts to create an inclusive, safe, and growth-oriented work environment. A shared onboarding program was introduced across all countries. Focus has also been placed on eNPS measurements, leadership development, and building a sustainable employer brand.

3.3 Governance

- Sustainability task force established within GLT (Group Leadership Team).
- Continued implementation of ISO 14001 and ISO 27001 to cover all the affiliates and sites within the Alfa Group.

A follow-up audit 2 and expansion of the scope for ISO 27001:2013 has been carried out at the company and, as before, the auditors can observe a mature management system. All audit sessions have been characterized by good communication where all auditees were well prepared.

- Expanded Scope 3 reporting in line with the GHG, Greenhouse Gases Protocol, (Quality Initiative).
- 90% of our spend related to move services have signed or are aligned with the Alfa Scandinavia Supplier Code of Conduct.

“

We want every employee to feel seen, valued, and involved. That's how we build engagement – and quality.

– Jörgen Johansson, Environmental Coordinator



4.1 Our focus areas

- A safe, healthy, and inclusive workplace.
- Responsible governance across the entire value chain.
- Reducing environmental impact and promoting circular solutions.



4.2 UN Global goals

Alfa's sustainability work is aligned with the United Nations Sustainable Development Goals (SDGs), with particular emphasis on five goals that closely relate to our operations, values, and long-term priorities:

Goal 3: Good health and well-being

We promote safe and healthy working conditions, support employee well-being, and foster a culture that values both physical and mental health throughout the organization.

Goal 5: Gender equality

We are committed to promote a workplace culture where all individuals are treated fairly and have equal opportunities to grow and succeed. Through ongoing efforts to promote inclusion, representation, and gender balance, we aim to create a respectful and supportive environment for everyone – regardless of gender or background.

Goal 8: Decent work and economic growth

We offer meaningful employment with fair conditions, invest in skill development and leadership, and support sustainable business growth across the Nordic region.

Goal 12: Responsible consumption and production

We continuously improve our logistics and operational practices to reduce waste, promote reuse, and transition to certified, circular solutions – particularly in packaging and resource management.

Goal 13: Climate action

Our climate goal focuses on reducing CO₂e emissions relative to turnover, investing in clean energy, electrifying our fleet, and reporting according to the GHG Protocol.



5.1 Environmental focus & objectives

Alfa has been working proactively with environmental improvements since our first ISO 14001 certification in 2005.

Our overall environmental focus is to reduce negative environmental impact and promote circular solutions. We are guided by the UN Sustainable Development Goals related to climate action (**Goals 7 and 13**) and responsible consumption and production (**Goal 12**).

Our prioritized areas of impact include:

- Procurement of transport, moving, and relocation services.
- Planning and execution of move and relocation services operations.
- Service development.
- Packaging materials.
- Energy use in offices and warehouses.

As a first step, we have set a target to reduce GHG emissions in Scope 1 and 2. The objective is to reduce Scope 1 and 2 emissions by 7% annually, in relation to turnover, through energy efficiency measures, electrification of vehicles, and smarter logistics.

In parallel, we are actively working to improve the measurement and reduction of Scope 3 emissions. Supply chain management, transport optimization and circularity are central parts in this work. Development of new services and packaging solutions have a strong focus on circularity.

5.2 Areas of impact

Alfa's environmental strategy focuses on four key operational areas: transport and mobility, client travel, energy use, and packaging. In each area, targeted actions support our overall goals of emissions reduction, energy efficiency, and circularity.

a) Transport & mobility

We continuously optimize move planning and prioritize co-loading to reduce transport emissions.

- Co-loading for local and European moves has long been a priority, with an average load factor of 70%.
- In 2024, our freight team also continued and developed our work with actively coordinating co-loaded overseas shipments by sea. Outbound exports from Sweden to USA, India & Pakistan and inbound from USA, India, Pakistan, China.
- Increasing demand for GHG-data resulted in active work to improve and streamline collection of data related to our move transports. This work will continue during 2025.

Alfa Moving Norway, our production unit in Oslo, is phasing out fossil-fuel vehicles.

- In 2024, a biogas truck was acquired, resulting in 50% of the fleet now being fossil-free. (Potential case study.)

b) Client transport and business travel

We continue to work to reduce travel-related GHG-emissions through a combination of electrification and behavior change.

- Optimization and electrification of the company pool vehicle fleet, 4 pool cars replaced with electric cars during 2024.
- Increased use of digital meetings, virtual home searches, and remote inspections.
- City tours and home searches conducted via public transport or walking, e.g. in Helsinki and Stockholm
- Travel reimbursements designed to encourage use of public transportation.

c) Energy use

We continuously work together with our landlords to reduce energy consumption and improving environmental performance across our offices and warehouses.

- Collaboration with property owners on energy monitoring and optimization of heating and ventilation.
- Relocations to new office spaces in Helsinki, Copenhagen, Stockholm, and Södertälje in recent years have resulted in significantly improved energy performance.
- LED lighting upgrades and expanded solar power generation at our Jönköping facility.

d) Packaging & circularity

Packaging plays a key role in our sustainability efforts, with an emphasis on reuse and renewable materials.

- Reuse and optimization of packing materials is standard practice at our warehouses and in our moves.
- Renewable packaging materials is our prioritized choice, and has been for a long time.
- In 2024, our main suppliers – **Stora Enso Packaging** and **DS Smith** – were both FSC certified. Their products include a high percentage of recycled content.
- We continue to explore ways to further support our customers’ sustainability and circularity efforts.

5.3 Emissions overview

Since 2023, Alfa Scandinavia has reported greenhouse gas (GHG) emissions annually to our owner, Pamica, in accordance with their reporting framework. Emission data is reported and verified through the Atlas by Ethos platform, and calculations are performed in accordance with the GHG Protocol.

This reporting process has significantly improved our internal procedures for tracking and follow-up. In 2024, we placed a particular focus on expanding our Scope 3 emissions measurement. This expansion is the primary reason for the notable increase in reported Scope 3 emissions this year. The development of our Scope 3 reporting will continue in 2025.

Scope 1 and 2 emissions have decreased significantly in 2024, driven by:

- Reduced local travel with both private and pool cars.
- Changes in local moving operations in Sweden and Norway
- Lower emissions from district heating

Annual emissions summary (tCO₂e)

Category	2023	2024
Scope 1	57.5 tCO ₂ e	29.7 tCO ₂ e
Scope 2 (location-based)	81.7	63
Scope 2 (market-based)	47.2	34.3
Scope 3	481.7	3,693.3

These figures reflect both progress and continued challenges in our climate work. Our Scope 1 and 2 reductions confirm that targeted efficiency and electrification efforts are having an impact. Meanwhile, the expansion of Scope 3 reporting marks an important step toward greater transparency and accountability across our full value chain.



Cases

Smart moves on foot – Sustainable relocation in practice

In Finland, Alfa's relocation consultants lead by example when it comes to sustainable service delivery. An estimated 70–80% of home search services are completed without the use of a company car, opting instead for walking, biking or public transport. This is especially effective in cities like Helsinki and Espoo, where homes are often located close to metro stations or tram lines.

Efficiency and client experience are the main drivers behind this approach. Families and VIP clients often appreciate this slower pace, especially in Helsinki's well-connected urban areas.

The team often promotes the **"15-Minute City"** lifestyle, an urban planning model where daily needs like work, shops, schools and healthcare can be reached within 15 minutes by foot or bike. While some professionals still rely on cars, the concept aligns well with Alfa's values of reducing environmental impact and improving quality of life.

“

We skip the hassle of parking, get some fresh air, and have more time to talk between viewings.

– Marja Salaspuro, Destination Consultant

A recent example involved helping a Japanese family find a home in central Helsinki. On foot, they viewed five apartments in under three hours, bonded over coffee breaks, and found their new home with a smile.

While Alfa has no formal policy enforcing this practice, the Finnish team shows how sustainability, practicality and customer satisfaction can go hand in hand.



On track for a fossil-free fleet in Norway

Alfa Moving in Norway is taking decisive steps toward zero-emission operations. As of 2025, the company has introduced two biogas-powered trucks – one in 2024 and one in 2025 – and operates a growing number of electric trucks and transport vans.

“Approximately 65% of our vehicles are now fossil-free,” says Thomas Langbo, Managing Director at Alfa Moving, Norway. “We’re in the process of replacing the remaining vehicles, and by the end of 2025 we aim to reach 100% fossil-free operations.”

This transition is part of Alfa's broader commitment to lower climate impact across local and international transport services.



Transition from petrol cars to electric vehicles

As part of Alfa's ongoing commitment to sustainability, 2024 marked a key milestone in Denmark with the expansion and rebranding of the company's electric car fleet. The transition from petrol to electric vehicles is driven by three strategic priorities: sustainability, brand positioning, and operational efficiency.

Replacing petrol cars with EVs reduces emissions and supports Alfa Mobility Denmark's environmental goals – contributing to cleaner air and a smaller carbon footprint. It also helps strengthen the company's brand. Clients are now met by modern electric vehicles clearly branded with the Alfa logo, sending a visible signal of innovation and environmental responsibility.

Operationally, the shift also encourages more consistent use of company cars instead of personal vehicles. This not only helps manage travel-related costs, but also improves oversight of work-related emissions and supports more sustainable travel habits.

Inspired by the success in Denmark, similar electric vehicles were rolled out in Sweden during 2025, now in operation in Stockholm, Jönköping and Malmö. The initiative shows how Alfa turns strategic sustainability goals into everyday actions – one journey at a time.



Global standards and local trust

As a member of FIDI, Alfa is committed to the highest global standards in the international moving industry. FIDI's FAIM certification is the most rigorous and recognized quality assurance system in the sector, covering areas such as operational processes, data security, anti-corruption, and sustainability practices.

Alfa holds this certification across its Nordic operations and works almost exclusively with partner agents who are also FAIM certified. This means that when Alfa coordinates international moves, we can ensure consistent quality, compliance, and ethical standards across borders. "By working with FAIM-certified partners, we ensure a reliable and transparent global supply chain that aligns with both our quality standards and our sustainability values", says Erik Madeteg, Group Manager Move, Nordic Procurement & Planning.

This framework supports Alfa's broader sustainability goals, particularly in responsible governance and value chain transparency. It also provides assurance to customers and corporate clients that Alfa operates with integrity, consistency, and care — wherever in the world the move takes place.

FACTS

FAIM certification includes strict requirements for:

- Legal and financial compliance.
- Data protection (aligned with GDPR and cyber security).
- Environmental and social responsibility
- A zero-tolerance policy on bribery and corruption.
- Regular third-party audits by Ernst & Young (EY), staff and supplier training.





6.1 Inclusive workplace

Inclusion is a central part of who we are – and a key principle embedded in Alfa's culture, leadership, and people processes. It is not a separate initiative, but part of how we operate every day.

Our new HR policy highlights inclusion and equal opportunity as core to Alfa's values. We strive to create a workplace where everyone feels welcome, respected, and empowered to succeed, regardless of background or identity. This approach is deeply rooted in our belief in transparency, care, and fairness.

To support this, we are continuously working to remove unnecessary barriers within our organization. Examples include:

- A standardized onboarding process across all countries
- Competency-based recruitment to ensure objective and inclusive hiring decisions
- Company-wide use of English in documentation to ensure accessibility and clarity for all
- Clear, open communication channels and structured feedback routines

Inclusion at Alfa means more than representation – it's about building a working environment where people thrive and have equal access to development, leadership, and decision-making.

6.2 Employee well-being

Employee well-being is an integral part of Alfa's sustainability strategy. In 2024, we strengthened our efforts to create a supportive, flexible, and safe work environment across all locations.

We conduct an annual workplace survey as part of our internal BETA-flow model. The survey invites all employees to share their views on topics such as physical and psychosocial work conditions, flexibility, leadership, and communication. In 2024, Alfa achieved a Work Environment Index of 74 overall (70 in Mobility), compared to 76 in 2023 (Mobility: 70).

The results highlight several areas of strength, including:

"At my workplace, there is no bullying or exclusion."

"I feel that my workplace is safe and secure."

To support work-life balance, employees are offered flexible working hours and up to two days of remote work per week, where duties are allowed. All Alfa employees receive health and wellness benefits, tailored to local markets—for example, wellness subsidies in Sweden and wellness vouchers in Finland.



6.3 Health & safety

Alfa maintains a systematic approach to occupational health and safety, aligned with acknowledged standard of ISO 45001.

Incident reporting, risk assessments, and safety training are embedded in daily routines across operations. We work proactively to identify risks and strengthen our culture of safety through continuous improvement and employee involvement.

Our ambition is to offer a secure and healthy environment, not just physically but also mentally – ensuring that safety, trust, and psychological well-being go hand in hand.

6.4 Learning & development

Learning is a strategic priority at Alfa, embedded in both our leadership philosophy and operational practices.

In 2024, we launched a new leadership training program covering:

- Strategic communication and feedback
- Psychological safety and team development
- The inverted pyramid: Alfa's strategy model empowering frontline teams
- Clarity in expectations, priorities, and daily leadership

All employees also have access to digital learning resources via FIDI's online training platform. Topics include, for example:

- International moving and mobility
- Cross-cultural communication
- Time management and effective work practices
- ESG program & information and security

Specialist training has also been offered in areas such as GDPR compliance, environmental awareness, and digital tools—contributing to stronger awareness and accountability across teams.

“

Safety and structure enable people to grow and perform. That's why we run monthly Security Updates for all staff.

– Evgenia Barth, Compliance & Project Coordinator



7.1 Management & sustainability governance

Overall responsibility for sustainability lies with the Group Leadership Team (GLT). An internal sustainability group supports follow-up across environmental, social, and governance areas, ensuring alignment with policies, goals, and reporting requirements.

Board composition – Alfa Scandinavia (as of 2024)

Category	Percentage
Male	60
Female	40
Over 50 years	100
Executive	0
Independent	80

This structure reflects our ambition to maintain balanced governance and experience across the board.

7.2 Policies & processes

Core policies and frameworks are implemented across all business areas. These include:

- Code of Conduct
- Procurement guidelines
- Supplier requirements
- Responsible procurement

As part of our focus on responsible governance throughout the entire value chain, we have set a specific objective to implement and follow up on our Supplier Code of Conduct. Our overall objective is that 80% of our spend have signed or work aligned with our Supplier Code of Conduct.

In 2024, 90% of our spend related to move services, and 83% of suppliers of move services had signed or confirmed alignment with the Code. Supplier assessments and follow-ups are managed through standardized processes and documented annually.

Late 2024 Lauha Lindholm was assigned as Nordic supply chain manager for Mobility. In 2025 our work with supplier assessments in this business area will level up with the objective that 60% of our spend have signed or work aligned with Supplier Code of Conduct by the end of the year.



7.3 Risk management

To proactively manage and mitigate risk, Alfa has implemented a group-wide Risk Management Policy. Managers and key employees conduct regular risk assessments and propose mitigation activities. These are reviewed by the GLT and reported to the Board. The CEO is ultimately responsible for monitoring and escalating risk insights to the Board.

7.4 Data privacy & information security

Information security is an integrated part of our daily operations. Alfa is certified against the ISO 27001 standard and applies the Privacy & Security Information Management System (PIMS) framework.

All system development projects are subject to data protection reviews to ensure compliance with GDPR and other applicable legislation. Roles and responsibilities for data handling are clearly defined across the organization, and regular employee training on information security and data privacy is conducted.

Key areas of focus include:

- Data encryption and secure systems
- Access control and responsibility mapping
- Awareness training in privacy and information handling

7.5 Ethics & anti-corruption

Alfa maintains zero tolerance for corruption and unethical behavior. We adhere to the FIDI anti-bribery and anti-corruption and anti-trust charters and are committed to transparency and accountability as a UN Global Compact

signatory. All suppliers are subject to ethical standards outlined in our Code of Conduct. Compliance is monitored through structured due diligence and supplier review processes.

Whistleblower channels

Anonymous whistleblower channels are available in all countries, accessible to both employees and external stakeholders. These ensure safe and confidential reporting of misconduct or ethical concerns.

Data assurance

Internal reporting follows recognized frameworks including ISO 14001, ISO 27001, ISO 27701, FIDI FAIM, EcoVadis, and relevant local legislation.

Third-party assurance of the majority of key sustainability metrics is conducted by internationally accredited bodies such as Intertek (for ISO certifications), EcoVadis, FIDI, and EY.

“

**Integrity is not a policy – it's a promise.
We take responsibility at every level, from
decision to action.**

– Dan Ottosson, CSO/BM Quality & Security

**Dan Ottosson**

CSO/Business Manager Quality & Security

Alfa Mobility

Phone: +46 10 331 39 51

Email: dan.ottosson@alfamoving.com

**Johanna Krebs Johansson**

Senior HR Compliance Specialist

Alfa Mobility

Phone: +46 10 331 38 88

Email: johanna.krebs@alfamoving.com

**Jörgen Johansson**

Environmental Coordinator

Alfa Mobility

Phone: +46 (0)708 98 66 05

Email: jorgen@miljostrategen.se

Atlas

E1-6 Gross Scope 1,2, 3 and total GHG emissions

Retrospective	Base year (2022)	2023	2024	% N / N-1
Scope 1 GHG emissions				
Gross Scope 1 GHG Emissions (tCO ₂ e)	0,0	57,3	29,7	-48,2%
Percentage of Scope 1 GHG emissions from regulated emission trading schemes (%)	N/A	0,0	0,0	
Scope 2 GHG emissions				
Gross location-based Scope 2 GHG emissions (tCO ₂ e)	0,0	81,7	63,0	-22,9%
Gross market-based Scope 2 GHG emissions (tCO ₂ e)	0,0	47,2	34,3	-27,5%
Significant scope 3 GHG emissions				
Total Gross indirect (Scope 3) GHG emissions (tCO ₂ e)	0,0	481,7	3 693,3	666,7%
1 Purchased goods and services	0,0	99,3	83,0	-16,4%
[Optional sub-category: Cloud computing and data centre services	0,0	0,0	0,0	+/-0
2 Capital goods	0,0	0,0	0,0	+/-0
3 Fuel and energy-related activities (not included in Scope1 or Scope 2)	0,0	29,3	22,2	-24,3%
4 Upstream transportation and distribution	0,0	0,0	0,0	+/-0
5 Waste generated in operations	0,0	0,0	2,7	19680,9%
6 Business travel	0,0	109,1	84,7	-22,4%
7 Employee commuting	0,0	0,0	64,1	+/-0
8 Upstream leased assets	0,0	0,0	0,0	+/-0
9 Downstream transportation	0,0	244,0	3 436,7	1308,5%
10 Processing of sold products	0,0	0,0	0,0	+/-0
11 Use of sold products	0,0	0,0	0,0	+/-0
12 End-of-life treatment of sold products	0,0	0,0	0,0	+/-0
13 Downstream leased assets	0,0	0,0	0,0	+/-0
14 Franchises	0,0	0,0	0,0	+/-0
15 Investments	0,0	0,0	0,0	+/-0
Total GHG emissions				
Total GHG emissions (location-based) (tCO ₂ e)	0,0	620,6	3 785,9	510,0%
Total GHG emissions (market-based) (tCO ₂ e)	0,0	586,2	3 757,2	541,0%



Alfa Mobility
alfamobility.com