

2023 ESG Datasheet

Environment	2023	2022	2021
Greenhouse gas emissions			
Direct (Scope 1) GHG emissions (tCO ₂ e)	67	281	279
Indirect (Scope 2) GHG emissions (tCO ₂ e)	52	66	6
Other indirect (Scope 3) GHG emissions (tCO ₂ e)	109,824	146,928	152,710
GHG emissions intensity (tCO ₂ e per SEK 1M revenue)	4.7	7.6	9.6
Change in GHG emissions (%)	-25%	-3.7%	49%
Electricity consumption			
Total electricity consumption (MWh)	2,949	9,110	6,344
Share of renewable energy of total electricity consumption (%)	100%	100%	80%
Internal carbon tax			
Funds resulting from internal carbon tax (USD)	2.0M	2.3M	1.7M
Internal carbon tax funds invested in Climate Transformation Fund projects (USD)	5M+	2.7M	1.0M
Number of projects we invested in through Climate Transformation Fund	30	16	11

Social	2023			2022			2021		
Employees (# (%))									
by management level	Women	Men	Total	Women	Men	Total	Women	Men	Total
Group Management Team ¹	1 (0.1%)	10 (0.4%)	11 (0.3%)	1 (0.0%)	6 (0.2%)	7 (0.1%)	2 (0.1%)	7 (0.2%)	9 (0.2%)
Manager	523 (31.9%)	824 (32.2%)	1,347 (32.1%)	221 (9.4%)	376 (12.2%)	597 (11.0%)	235 (9.4%)	412 (12.6%)	647 (11.2%)
Non-Manager	1,116 (68.0%)	1,727 (67.4%)	2,843 (67.7%)	2,126 (90.6%)	2,711 (87.6%)	4,837 (88.9%)	2,272 (90.6%)	2,855 (87.2%)	5,127 (88.6%)
Total employees	1,640	2,561	4,201	2,348	3,093	5,441	2,509	3,274	5,783
by employment type									
Permanent	1,632 (99.5%)	2,550 (99.6%)	4,182 (99.5%)	2,331 (99.3%)	3,068 (99.2%)	5,399 (99.2%)	2,460 (98.0%)	3,230 (98.7%)	5,690 (98.4%)
Temporary	8 (0.5%)	11 (0.4%)	19 (0.5%)	17 (0.7%)	25 (0.8%)	42 (0.8%)	49 (2.0%)	44 (1.3%)	93 (1.6%)
Total employees	1,640	2,561	4,201	2,348	3,093	5,441	2,509	3,274	5,783
by region									
Asia	0 (0.0%)	2 (0.1%)	2 (0.1%)	0 (0.0%)	4 (0.1%)	4 (0.1%)	0 (0.0%)	3 (0.1%)	3 (0.1%)
Europe	1,411 (86.0%)	2,356 (92.0%)	3,767 (89.7%)	1,986 (84.6%)	2,804 (90.7%)	4,790 (88.0%)	2,090 (83.3%)	2,934 (89.6%)	5,024 (86.9%)
North America	220 (13.4%)	193 (7.5%)	413 (9.8%)	324 (13.8%)	262 (8.5%)	586 (10.8%)	364 (14.5%)	287 (8.8%)	651 (11.3%)
Oceania	9 (0.5%)	10 (0.4%)	19 (0.5%)	38 (1.6%)	23 (0.7%)	61 (1.1%)	55 (2.2%)	50 (1.5%)	105 (1.8%)
Total employees	1,640	2,561	4,201	2,348	3,093	5,441	2,509	3,274	5,783
by age									
<30	554 (33.8%)	726 (28.3%)	1,280 (30.5%)	1,139 (48.5%)	1,132 (36.6%)	2,271 (41.7%)	1,375 (54.8%)	1,350 (41.2%)	2,725 (47.1%)
31-50	1,073 (65.4%)	1,788 (69.8%)	2,861 (68.1%)	1,188 (50.6%)	1,913 (61.8%)	3,101 (57.0%)	1,118 (44.6%)	1,866 (57.0%)	2,984 (51.6%)
>50	13 (0.8%)	47 (1.8%)	60 (1.4%)	21 (0.9%)	48 (1.6%)	69 (1.3%)	16 (0.6%)	58 (1.8%)	74 (1.3%)
Total employees	1,640	2,561	4,201	2,348	3,093	5,441	2,509	3,274	5,783
by gender									
Group Management Team	9.1%	90.9%	-	14.3%	87.5%	-	22.2%	77.8%	-
Managers	38.8%	61.2%	-	37.0%	63.0%	-	36.3%	63.7%	-
Non-Managers	39.3%	60.7%	-	44.0%	56.0%	-	44.3%	55.7%	-
New hires	34.5%	65.4%	-	42.6%	57.4%	-	47.4%	52.6%	-
Total employees	39.0%	61.0%	-	43.2%	56.8%	-	43.4%	56.6%	-
Parental leave									
Employees who took parental leave ²	420 (16.30%)	392 (11.10%)	812 (13.29%)	405 (17.25%)	360 (11.64%)	765 (14.06%)	-	-	-

¹ The Group Management Team is formed of the Chief Executive Officer, Chief Product and Design Officer, Chief Operating Officer, Chief Financial Officer, Chief Marketing Officer, Chief Technology Officer, Chief Commercial Officer, Chief Risk Officer, Chief Compliance Officer, Chief Information Security Officer and the Chief Credit Risk Officer

² This statistic is higher than other figures in this report since it includes all employees who at some point during 2023 worked at Klarna.

Social (continued)	2023	2022	2021
Compensation and benefits			
Employees participating in RSU program	3,956 (94.17%)	4,678 (85.98%)	3,773 (67.40%)
Total salaries, other remuneration, social security and pension expenses (SEK)	4,999M	5,617M	3,968M
Employee engagement survey ³			
Employees who took the annual employee engagement survey	68%	86%	81%
Overall satisfaction score from employee engagement survey	71%	64%	75%
Training			
Number of mandatory trainings on Looop	31	36	34
Completion rate of compliance training ⁴	86%	91%	90%
Completion rate of AML/CTF training ^{4, 5}	86%	91%	90%
Completion rate of data privacy training ⁴	92%	91%	96%
Completion rate security awareness training ⁴	88%	92%	96%
Political advocacy			
Spend on public affairs activities (SEK)	12.95M	34.1M	19.1M
Global tax commitment			
Cash income taxes paid (SEK)	115M	214M	229M

³ As this is a significant deviation from our previous engagement survey methodology, the results garnered from the new tool are not directly comparable to the past data.

⁴ The completion rate also includes employees on leave (e.g., parental leave, long-term sick leave).

⁵ The ML/TF employee training is part of the mandatory Compliance online training.

Governance			
Board of Directors in 2023 (# (%))			
by gender	Women	Men	Total
Board of Directors	2 (25.0%)	6 (75.0%)	8 (100%)
Audit, Compliance & Risk Committee (ACRC)	2 (66.7%)	1 (33.3%)	3 (100%)
Remuneration Committee	1 (33.3%)	2 (66.7%)	3 (100%)
by type	Executive	Non-Executive	Total
Board of Directors	1 (12.5%)	7 (87.5%)	8 (100%)
Audit, Compliance & Risk Committee (ACRC)	0 (0.0%)	3 (100.0%)	3 (100%)
Remuneration Committee	0 (0.0%)	3 (100.0%)	3 (100%)