For people in motion



Q8

OKQ8

Welcome

We believe that our sustainability work is the road to success, and with this report we hope to showcase our strengths and tell you how we are working to deal with our weaknesses. It focuses on our impact on the environment, climate, social issues and the economy.

"We" in this report means OKQ8 in Sweden and Q8 in Denmark, which merged in August 2012. We share the same aims and values and have the same management, but we work under different brand names in Denmark and Sweden. Until now we have issued separate reports, but this year we have merged them into one.

This is also the first time that we are reporting according to GRI G4. GRI stands for the Global Reporting Initiative and is quite simply an international standard for sustainability reporting. G4 is the latest version and means we can focus more on the things that are actually important to us as a company. To identify the most important aspects we carried out a materiality analysis in dialogue with our stakeholders, which you can read more about on page 25.

If you would like more information or have any questions please feel free to contact Malin Eklund, Head of Communications & CSR.

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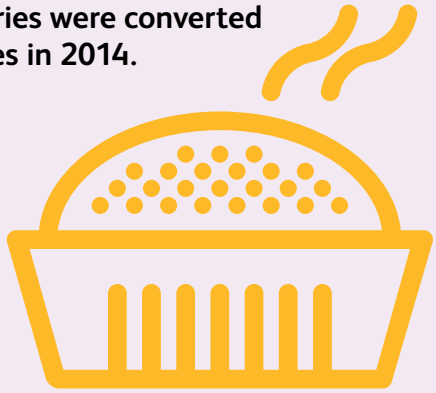
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per cent

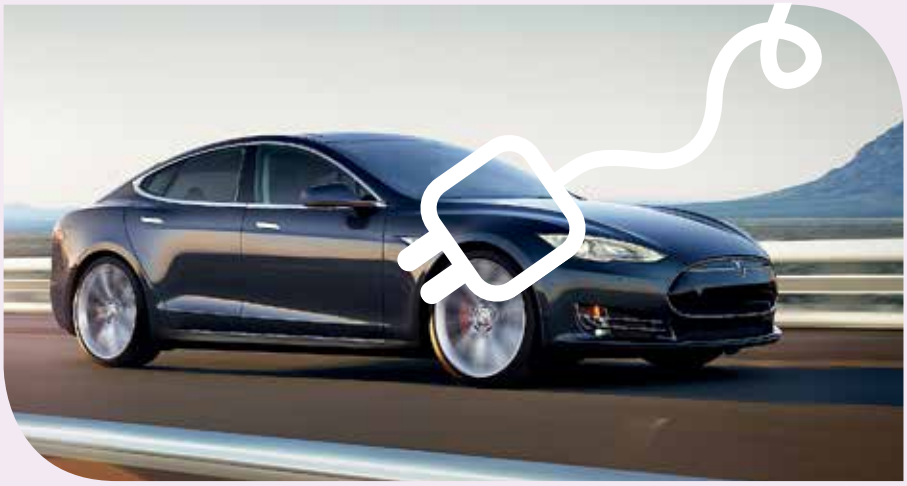
In 2014 we reduced our total energy consumption by 11.2 per cent compared with the previous year.

Our project to reduce food waste in Denmark bore fruit – 24 tonnes of Danish pastries were converted into rum truffles in 2014.



The range of fuels on offer differs slightly between our Swedish and Danish markets. Read more about which fuels are available at our service stations and why on page 12.

Fuel	Denmark	Sweden
Petrol	•	•
Diesel	•	•
E85		•
Electricity		•
Ethanol for low admixture		•
Autogas		•
HVO		•
HVO for low admixture	•	•
RME		•
RME for low admixture	•	•
Hydrogen	•	



Tesla charging points at OKQ8

As part of our investment in renewable fuels, in 2014 we began a partnership with Tesla – one of the world's leading producers of electric cars. Initially, charging points will be available at selected service stations in Sweden. The aim is to expand the initiative in both countries.

421

Total pre-tax profit for OKQ8 and Q8 for the 2014/15 financial year was SEK 421 million.

We are proud of our initiatives to reduce social exclusion among young people. In Denmark 42 young people took part in "End Youth Unemployment Now", and in Sweden 79 interns gained work experience within various parts of our business as part of our "Young people on the way" scheme.

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HVO and RME

Two renewable fuels are HVO and RME, which stand for hydrotreated vegetable oil and rapeseed methyl ester. Both can be mixed into diesel to reduce climate impact.



11,666 cups of coffee were handed out to GoMore car share customers in 2014.

This report covers the requirements in sections 99 a and b of the Danish Annual Accounts Act. Extracts from the financial statements are given on page 29 of this report. The full annual report for the 2014/15 financial year can be found at okq8.se and q8.dk from late May 2015.



Welcome back

We believe in mobility and the driving force of being in motion. Our sustainability work is all about enabling movement with the minimum negative impact on people and the environment, and being a valued neighbour that contributes to social development. Our aim is to build sustainable infrastructure and to become more climate-friendly, without compromising our financial sustainability.

Our driving force is motion and driving social development forward. Our industry is facing major challenges and changes. We are seeing growing interest in new vehicles and new ways to travel. It is a development that we welcome and want to be part of.

Our greatest climate impact is from the fuels. Reducing our own impact and that of our customers is a challenge that we are pleased to take on; we are aiming high and hope to be a very involved player that leads the industry towards a sustainable future. Rigorous environmental, ethical and financial requirements are at the heart of what we are doing. Over the past year we have made sure that sustainability issues are incorporated into our management through the appointment of a new director who focuses on precisely these matters. This means that we can deepen our commitment to sustainability throughout the company.

We are a value-driven company. Our values – Open & Honest, Execution, Customer Focus and Expertise – guide us in how we deal with both day-to-day operations and unexpected events. We place particular emphasis on being open and honest. I hope it is evident in this report that we try to report on both the ups and the downs.

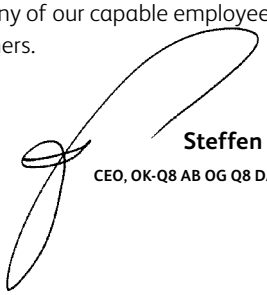
I am proud of the way the company engages with the community. Among other things, we are working to break down social exclusion among young people by helping them into the labour market in various ways. This is important work – you can read more about it on page 21.

After nearly three years as a Scandinavian company we are more than convinced that the merger is a success. We are constantly finding new synergies, particularly within our sustainability work. This report is itself a result of successful work on integration. The content of this year's report is based on the results of the dialogue we have conducted with our stakeholders. Our stakeholders tell us what our most important sustainability issues are – see more on page 25. We have also switched to reporting in accordance with GRI G4 and are carrying out our first Communication on Progress in line with the wishes of the UN Global Compact.

Financially, too, things are going well. Our total profit for 2014 was SEK 421 million before tax. I am pleased that we are delivering financial results that allow us to continue to focus on our customers, the service stations of the future, new fuels and business development.

I hope and believe that our hard work to bring about a healthy, sustainable company is paying off. Our membership of the UN Global Compact has provided a clear basis for this work. We are proud to be part of the Global Compact and consider it only natural to work according to its ten principles on the environment, human rights, labour and anti-corruption.

Naturally, there is always room for improvement. However, I am convinced that we are on the right path and I am looking forward to continuing on this journey in the company of our capable employees and our customers.



Steffen Pedersen
CEO, OK-Q8 AB OG Q8 DANMARK A/S

Sustainability goals

Working towards sustainability is our ultimate aim and our greatest challenge. Consequently, we have to be very demanding of ourselves and everyone we work with.

Many people find it difficult to see how a fuel company can be sustainable, since we operate in an industry in which oil and other natural fossil resources are still of great importance. We, however, are convinced that the opportunities to do something good outweigh the negative aspects. With great challenges come great opportunities to make a difference. To us sustainability is about more than just the environment; it is also about human rights and taking social responsibility. Our goal is to be there for people on the move in a more sustainable world.

Our ambitions and goals for sustainability work are that we will:

- support the development of renewable fuels
- increase the share of alternative fuels in our product range and encourage our customers to choose them
- reduce carbon emissions from our own operations
- help to reduce social exclusion
- work for a safe and secure workplace, free from accidents

The way we work on this may vary, but it is based on a shared commitment and we are working to ensure that everyone understands the value of our sustainability work.

How will we achieve these goals?
To help achieve the goals we have a Code of Conduct that everyone who works for us must comply with. We have a zero tolerance policy as regards all forms of forced labour, child labour and any kind of discrimination against job seekers, employees and customers. All our employees in Denmark and Sweden are covered by applicable legislation on the work environment and we have strong trade union organisations in each country, as well as an active works council in Denmark. There are also two employee representatives on the Board of Directors, who ensure that our employees' interests are safeguarded.

We work actively to reduce our emissions of greenhouse gases, mainly by providing information on and helping to develop fuels with less impact on climate change and the environment. We are also working to optimise energy use at our service stations and to increase the share of sustainable products in our range: everything from lubricating oil to car wash programmes and coffee. We want to guide our customers to good choices – ask us if you are unsure!

We have not yet set an overall Scandinavian target for reducing our climate impact, but there are targets for individual areas. We are working to find indicators that the departments can use as tools in this work.

UN Global Compact
We remain proud to be a part of the UN Global Compact, which comprises ten principles relating to human rights, labour, the environment and anti-corruption. These principles give us guidance as to which sustainability issues we need to work on.

» To us, sustainability is about more than just the environment; it is also about human rights and taking social responsibility

THE GLOBAL COMPACT
WE SUPPORT

The ten principles of the UN Global Compact:

Human rights

- **1.** Businesses should support and respect the protection of internationally proclaimed human rights; and
- **2.** make sure that they are not complicit in human rights abuses.

Labour

- **3.** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **4.** the elimination of all forms of forced and compulsory labour;
- **5.** the effective abolition of child labour; and
- **6.** the elimination of discrimination in respect of employment and occupation.

Environment

- **7.** Businesses should support a precautionary approach to environmental challenges;
- **8.** undertake initiatives to promote greater environmental responsibility; and
- **9.** encourage the development and diffusion of environmentally friendly technologies.

Anti-corruption

- **10.** Businesses should work against corruption in all its forms, including extortion and bribery.





Our vision of a service station

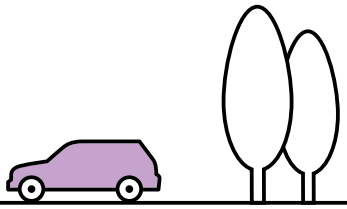
Our vision is a strong and vibrant station network in which each service station is economically viable and fills an important role in its location. The important thing for us is to be there for people on the move, regardless of how they are getting about.

Our vision is a strong and vibrant station network

We want our stations to be the obvious place to stop off at when travelling – whether to replenish your own energy supplies with a freshly brewed cup of coffee and a crisp salad, to fill up a vehicle or to put air in the tyres. We are therefore investing in a station concept that focuses largely on high reliability and user-friendliness at our pumps as well as pleasant lounges for those who want to stay a bit longer. Our fresh, modern food concept Quick To Go can be found at 108 stations in Denmark and 32 in Sweden – where we are planning a further 50 during 2015.

While working to understand our customers' daily lives and to meet existing demand, we are also trying to reduce the environmental impact of our operations. When we build a new station or make alterations to an existing one, it is of huge importance that the buildings are clean, pleasant and inviting, as well as being energy efficient.

From start to finish, it takes roughly two to seven years to establish a new service station. This means that we are constantly looking to the future and the stations we are planning today must be able to remain in place for 30 to 40 years.



It's in our being

A lot of the things that make a big difference at our service stations are things you don't see. Our owners demand that our business operates at the forefront of safety and sustainability work, and this permeates the entire company. Many of our stations have both visible and invisible solutions that help make our stations more sustainable.

Many of our stations have both visible and invisible solutions that help make our stations more sustainable.

Our most modern stations have both solar panels and sedum roofs, and their frames are built of glulam beams that are less energy-intensive to produce than steel girders.

Our stations have what are known as spill zones that drain to oil separators.

Our first sustainable service station, the Green Building certified OKQ8 Häggvik, set a new standard for our stations and all new stations built since then must maintain the same high standard. In Denmark a similar project was carried out a few years ago, focusing on energy efficiency. When we make alterations we upgrade the technology and use what we have learnt from our newest stations. Another advantage is that we can benefit from the projects we have carried out in each country and transfer know-how. One project currently in progress is switching lighting to LED bulbs in Sweden. In Denmark this was started back in 2009. LED bulbs save large amounts of electricity because they are extremely energy efficient while still providing decent lighting.

As a customer you may not always notice these measures, but we want you to know that the stations being built today are modern buildings constructed with consideration and care for both nature and our customers. Since 2012 we have been building according to our manual for new sustainable stations, which has so far resulted in five state-of-the-art service stations in Sweden. Energy efficiency and choice of materials are important to us both in Sweden and in Denmark, and we cherry-pick the best from the two countries so that we can continue to develop.

Beyond the service station

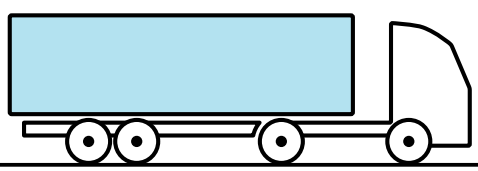
Our Danish customers may also have noticed our involvement in the Danish Road Safety Council. This collaboration aims to lower speed, which among other things reduces braking distances and results in fewer accidents. The Road Safety Council project has now been completed and in 2015 we will instead concentrate on our project to reduce food waste and our collaboration with Solvatten – read more on pages 8 and 9.

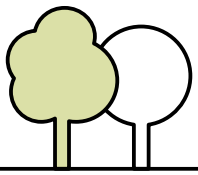
Naturally, all our stations have committed employees who are happy to help. A number of our employees are also helping out with our social initiatives "End Youth Unemployment Now" and "Young people on the way" by acting as mentors to the participating young people. You can read more about this on page 21.

Deposits on bottles and cans for Vi-skogen

Our service stations in both countries have collecting points for bottles and cans on which a deposit is paid. In Sweden all the money collected from these deposits is donated to Vi-skogen, which helps us to offset some of our greenhouse gas emissions. Collections are relatively small at present, but we hope to improve this. In 2014 we collected nearly SEK 400,000 from deposits, which corresponds to around 20,000 trees.









OKQ8 has produced an index for sustainable motoring in Sweden. Read more about it at okq8.se

Sustainability in motion

The car has long been a symbol of freedom and there are many indications that it will continue to be important to mobile people. We therefore sell fuels that today's cars run on, but we also focus a great deal on other means of travel and new fuels.

Cars are increasing in number, but they are getting ever more fuel efficient – which means fewer stops to refuel. Nonetheless, we believe that we have much to contribute, both today and in 20 years' time. The important thing is not how people travel, but that they are able to do so. We can help make the journey more sustainable.

We have equipped some of our service stations with cycle storage facilities. This is a project that we are hoping to be able to develop. We are also putting a great deal of effort into being one step ahead, so that we can offer the service demanded by customers both today and tomorrow. Whether you are getting about by car, bike, skateboard or pram, it makes no difference – you are always welcome at our stations.

» In Denmark we converted 24 tonnes of unsold Danish pastries into rum truffles in order to reduce food waste.

Reducing footprint

Whichever means of travel you choose, we want to help make your journey more sustainable. Our service stations make a real contribution to reducing the footprint left by travellers. For example, if you wash your car here rather than on the street or on your drive we make sure that all the dirty water is collected and treated so that heavy metals and other pollutants do not run off into groundwater or into surface water drains. Often we can also offer environmentally sound car washing products and give advice on alternative fuels that reduce emissions.

Food waste project

Quite often, people visiting us are looking for something to eat. We have a wide range of both hot and cold food that is quick, fresh and delicious. One problem that we have noticed is that it is difficult to estimate consumption and some food looks less appealing after an hour or two in the shop. So in 2014 the Food Waste Project started in Denmark, which is about making better use of the foods we have.

As everyone knows, buns and pastries are at their best when freshly baked – but that does not mean they have gone off by the end of the day. In Denmark, as part of the Food Waste Project we converted 24 tonnes of Danish pastries that had not been sold before losing their freshly baked appeal into rum truffles.

Sound a bit odd? It's not – they are still good to eat and completely safe; they have just been made into new delicious products. The Bakery category makes up roughly half of our food sales, so there is a significant environmental gain to be made here. What's more, our surveys show that customers find the quality of the newly made products to be very good. We are currently implementing the Quick To Go food concept in Sweden and the plan is to take up the issue of food waste there too.



Our range of products and services

We work to achieve a broad product range with a great focus on sustainable products. We want to increase the number of products and food that have little impact on climate and the environment and that are made under decent conditions.

Our range includes many products with various labels to help customers make good choices. These include Fairtrade, EU organic, KRAV, Ø-mærket, Fuldkornsmærket and the "Swan" – the Nordic ecolabel. Where oil products are concerned, we require these to be of consistently high quality and to be environmentally compatible as far as possible. All suppliers must comply with our Code of Conduct. We aim to increase the share of sustainable products in our product range overall, and this applies not just to fuels but also to food and other products.

Service Assistance

As well as food, newspapers and motoring products, we can of course help with all kinds of problems with your car. On the first Thursday of each month our staff are outside at all our manned service stations to assist with a variety of servicing and maintenance. We call it Service Assistance and it includes helping with matters such as changing wiper blades, checking type pressures and topping up oil. A well looked after car has less impact on the environment and will keep going for longer.

Hire cars

For those who do not have their own car but need to travel or transport something, we also offer rental cars in Sweden. When you hire a car from us you can be sure that it will be of a high environmental standard. Emissions from our cars do not exceed 120 grams CO2 per kilometre. We offer carbon offsetting for all rental cars. Visit www.okq8.se to find your nearest service station offering car rental.

Car wash water provides clean water with Solvatten

If you wash your car with us you not only get a shiny car, but also help provide more clean water for vulnerable families in Uganda.

Solvatten is a Swedish invention that is as simple as it is brilliant. Dirty water is poured into a special can that is then placed out in the sun. Using the power of the sun and various filters inside the can, the water is purified until it is clean enough to drink. One Solvatten can can purify up to 33 litres of water a day, for at least seven years. Our collaboration with Solvatten now spans Scandinavia and continues to expand, from simply donating money to Solvatten during a limited campaign period to becoming part of our car wash offering – all year round. For each car wash, you as a customer donate four litres of clean drinking water to Uganda. Together we can help those who need it most.

We want to increase the number of products and foods that have little impact on climate and the environment.

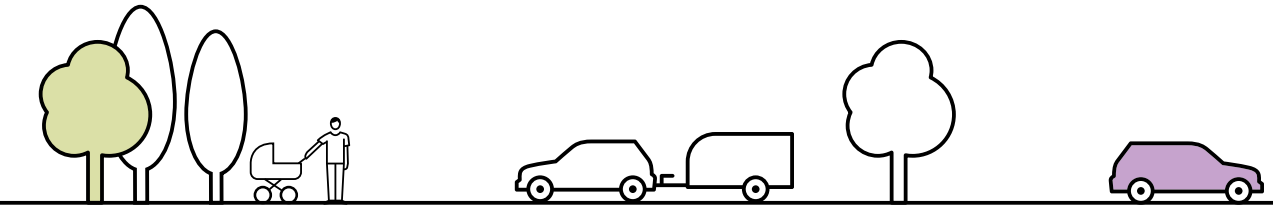






A meeting place and a

Andréa Haag is Scandinavian Head of Engineering & Network and is responsible for the "Service Station of the Future" project. Her job includes finding the best locations for the service stations and making sure that smart investments are made that contribute to sustainable stations, where we offer the services and products demanded by customers – both today and tomorrow.



Our service stations are more than just pit stops – they are meeting places for people in motion.



Mårten Lilja

Vice President/Head of Residential Division Riksbyggen

Can filling stations be built next to housing in order to satisfy people's need to travel, even in increasingly densely populated cities?

– It's difficult to put a traditional petrol station close to residential buildings. As a developer of sustainable and attractive residential environments, we at Riksbyggen see the ideas and thoughts concerning shifting the focus from today's petrol station to the service station of the future as very positive. Such a service station – offering a wide range of services for various sustainable means of travel – would naturally find a place in the modern city. All the better if it is architecturally appealing as well.

What is the "Service Station of the Future"?
It is an approach to finding a template for various station types in and around major cities – that's why internally it's also known as the City Project. It's about identifying and researching hopes, difficulties, potentials and ideas of what the stations might look like and how they might function.

The approach started in Stockholm, where the need was greatest, but applies to all our major cities in Scandinavia. Both Stockholm and Copenhagen are examples of rapidly growing cities. There is increasing demand not only for housing, but also for service outlets for the people who live there. At present, filling stations are often seen as "not desirable" in densely populated places, but the need to be able to get around and to get good services close to your home is not going to reduce – rather the opposite. Through this project we want to show that it is possible to build safe and attractive stations even in densely populated areas, and that they can actually contribute to wellbeing in the area.

What kind of stations have you come up with?
We describe three types of station that cover our demands and visions pretty well.

resource

The eco city: A service station in a densely populated area where we focus on a smaller but well-adapted product range and a greater level of service for city dwellers on the go. The space is limited and there is less demand for certain fuels, but people still need a place to fix their bikes and to get help with lubricating pram and buggy wheels.

The shopping centre: This is a larger station next to public transport. All our fuels and washing concepts should be available.

The traffic portal: These stations are fairly traffic-oriented because they are situated at transport hubs for cars, buses, trains and bikes. Here commuters might need a light snack to eat on the go, might want to collect their parcels or ready-packed groceries on their way home, or just have a nice break on route. Perhaps we should also offer bike hire and replacement tyres.

What happens now – what's the next step?
Many of these locations are of course highly sought after, not only by competitors but also by other players within services or housing. Competition is tough these days, so we have to show that our business represents the best use of the land and/or find a good way of working with others. We are also looking at what our strengths are in Denmark and Sweden respectively, so that we can build on these. Copenhagen is a cycling city, and we have two cycle maintenance facilities here and in the surrounding area. We are now testing this out at some Swedish service stations. This is typical of the kind of thing that I believe will be important at our city centre service stations. It is important to account for everything, from customer demand to political and architectural perspectives, and we are working hard on this.

What will the service stations look like visually?
We have brought in three architectural practices to come up with proposals. The important thing is that the stations are adapted to their location and that they match our profile and appeal to our customers. It all has to be connected. Our service stations are more than just pit stops – they are meeting places for people in motion, and people need to see and feel that.





In 2014 it was agreed that we would supply LNG (liquid natural gas) to the Samsø Ferry – the first domestic ferry to run on LNG.

The fuels we offer, and why

When we choose fuels for our pumps, it all comes down to product quality, sustainability and demand. Politics, legislation and social trends also play a part, of course.

Most cars in Scandinavia today run on petrol or diesel, even if there is a trend towards more renewables. We want to help people move about. That means we have to adapt to the means of travel chosen by our customers. You could say that the customer chooses which fuel to use when choosing a car.

Making free movement possible for our customers means supplying the fuels that our customers need. The fact that we do not ourselves extract oil or own any refineries is a strength. It means we can sell the products that the market demands and take part in testing new, more sustainable fuels. We can also actively work for sustainable development by switching to selling more renewables when customers demand this. Naturally, we are already investing heavily in our renewables range. In Denmark we are meeting our required quota by mixing five per cent bioethanol into the petrol and seven per cent renewable fuel into the diesel, at energy level. Under an EU directive, 10 per cent of the energy in the transport sector is to be renewable by 2020 – a target that we already achieved in Sweden in 2014.

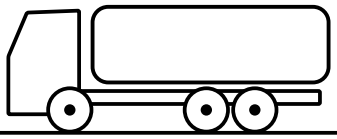
We want to be an obvious choice for everyone who drives on alternative fuels such as electricity, E85, RME, HVO or hydrogen. It is a case of striking a balance between always offering as much fossil fuel as is needed to keep customers' vehicles going, and at the same time giving renewables a helping hand in order to move development on and enable us to aspire to being a sustainable company.

Fuels sold		%
Denmark	2013	2014
Diesel	60.4	61.8
Petrol	24.8	24.5
Fuel oil and other oils	9.6	8.6
HVO (admixture)	2.2	2.2
RME (admixture)	1.7	1.6
Ethanol (admixture)	1.3	1.2
LPG	<0.1	<0.1
Sweden	2013	2014
Diesel	42.1	43.6
Petrol	42.0	39.6
Fuel oil	5.7	5.0
HVO (low admixture)	4.2	4.7
RME (low admixture)	1.9	2.4
E85	1.9	2.2
Ethanol (low admixture)	2.1	2.0
RME	<0.1	0.4
HVO	<0.1	<0.1
Autogas	*	*

* In Sweden we have also sold autogas (around 11,000,000 Nm3), LNG and biogas. At certain stations we have also supplied electricity for charging and in Denmark we have supplied hydrogen.

Less RME in Diesel Bio+

In autumn 2014 the media drew attention to the fact that certain vehicle models of various makes were having problems with fuel filters clogging, and biodiesel was stated as the cause. Bil Sweden picked out OKQ8's diesel, RME, and a lack of additives was given as the cause. Despite the fact that OKQ8's diesel complies with Swedish and European standards, the admixture of RME was reduced from seven to five per cent as a precaution. This is not an isolated problem – it has been reported in many parts of Europe with diesel from different suppliers. OKQ8 is working with others in the industry to overcome the problem. OKQ8 also works continually on developing the products and will restore the environmental performance of Diesel Bio+.



Assessing and choosing fuels

We assess the products based partly on emissions of greenhouse gases and production conditions.

The criteria for our fuels vary, but they all have in common the fact that we are trying to achieve products of the highest quality with the minimum possible impact on people, society and the environment.

When assessing the products we look at their technical properties, and among the things we judge them on are emissions of greenhouse gases and production conditions. Both environmental and climate aspects are important, as are safety and efficiency. The suppliers must comply with our Code of Conduct, in which we set sustainability requirements and request that they take social and environmental responsibility and work to combat corruption and the formation of cartels.

We will work to have as little environmental impact as possible, as soon as possible. This includes being involved in leading the development of renewable fuels. We have got further in Sweden at present, but we are looking at how we can take this issue, and our know-how, to Denmark. In both countries we sell petrol and diesel because the market demands it, but as the vehicle fleet changes we are focusing on environmentally sound and climate-saving alternatives. We want to be involved in developing fuels by taking part in tests and being a good partner in the development projects that we participate in.

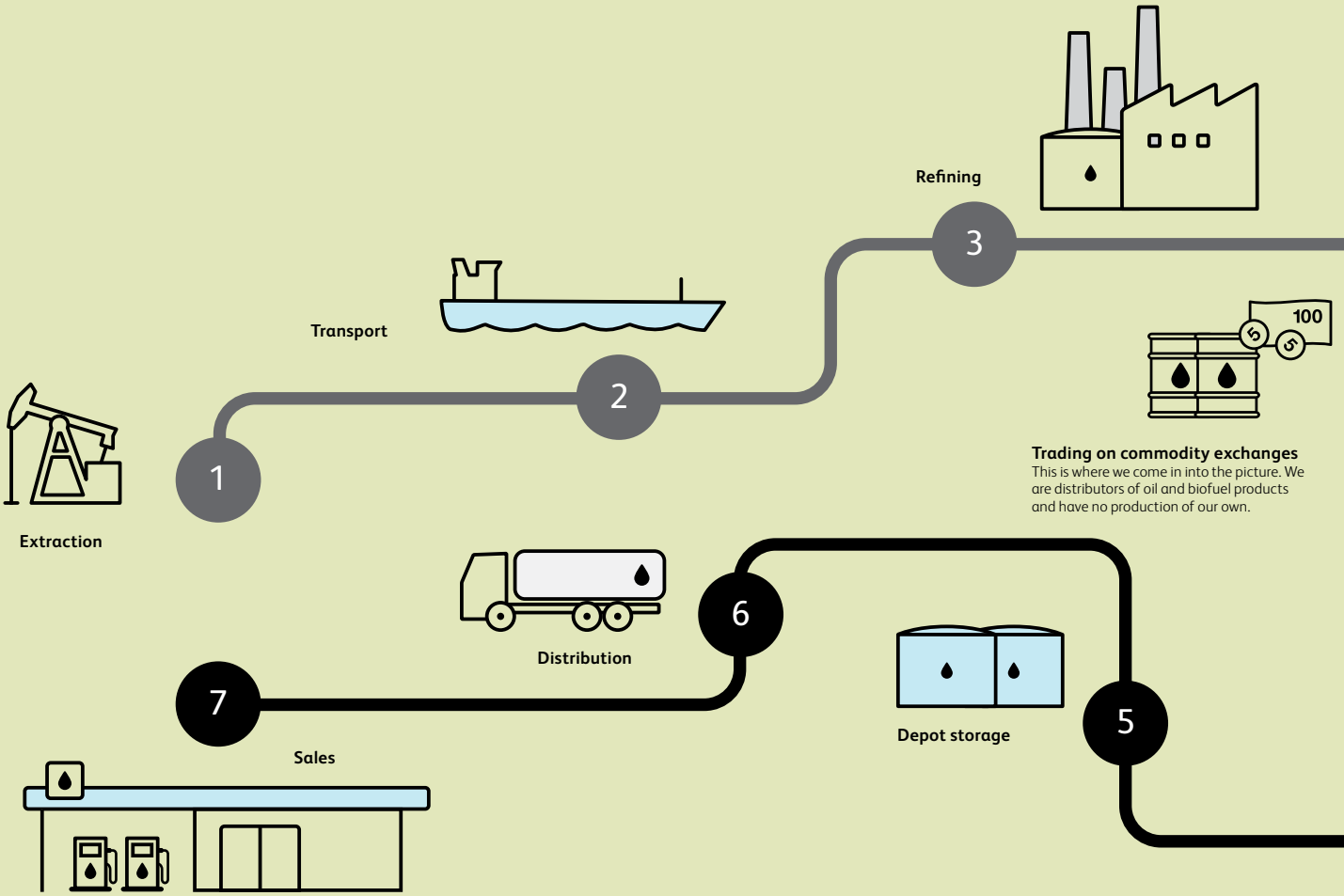
Our policy "Safe, Healthy and Sustainable" states that we will focus on those aspects that have the greatest effect. For this reason, we prioritise carbon dioxide emissions when choosing which fuels to develop and put resources into.

The EU's renewable energy directive for sustainable fuels

The Swedish Energy Agency has produced a number of criteria for sustainable biofuels based on an EU directive:

- Greenhouse gas emissions shall be reduced by at least 35 per cent by 2016, with gradually higher requirements up to 2020
- The felling of primary forest is prohibited
- Raw material shall not be grown on natural or non-natural highly biodiverse grassland
- Raw material shall not be grown on wetlands and peatland
- Raw material shall not be grown on land with high carbon stock





Traceability

Working on traceability throughout the supply chain, from raw material to finished product, is a difficult but important task. The important thing for us is to be able to impose requirements on and conduct a dialogue on sustainability in the supply chain. The aim is to agree on methods and rules concerning how the products are to be produced.

We do not yet have full traceability for all raw materials used in the fuel. However, we are working hard to improve this through follow-up and by imposing requirements on our suppliers. We buy in finished products, never the raw materials, which means that we have no direct contact with the producers of the raw materials.

We try to set similar requirements for both fossil fuels and renewables. Where our fossil fuels are concerned, we are less able to check their origin and set requirements than we are for biofuels, which are governed by an EU regulation. We would like to see clearer legal requirements on the producers to report the origin of the raw material. We know which country the oil comes from, but in the end product the raw materials are mixed and of various origins. We buy petrol and diesel from refineries close to home and the renewable alternatives from producers in Europe.

In the case of fossil fuels we report origin in accordance with the requirements laid down in the Fuel Act and the Fuel Quality Directive. This contains a requirement that by 2020 we must supply fuel with at least six per cent lower greenhouse gas emissions compared to the base year of 2010. According to provisional calculations by the Swedish Energy Agency, in 2013 OKQ8 supplied fuel that had 7.2 per cent lower greenhouse gas emissions than the set base year; in other words, we have already achieved this target. In Denmark there is a mandatory quota for biofuel of 5.75 per cent of the total volume of fuel sold. This quota is mainly achieved by low admixtures of ethanol added to petrol and FAME in diesel. A small proportion of HVO is also used by one of our suppliers to meet the quota. This HVO is made of palm oil certified according to the International Sustainability and Carbon Certification System (ISCC)* and the Round Table on Sustainable Palm Oil (RSPO). In Sweden and for our own direct imports into Denmark we have chosen to buy only HVO that is not made from palm oil.

For biofuels there is a well-developed regulatory system and many conditions have to be met in order for the end product to be classified as biofuel. In 2014 all our volumes of biofuel were verified sustainable in accordance with a European Commission approved voluntary certification system, or were approved as sustainable by the Swedish Energy Agency. To verify sustainability at every stage we carry out assessments of the systems used by the suppliers. These cover everything from environmental aspects of cultivation to social conditions. We thus impose requirements on the whole of their operations, including those parts that do not directly affect us and the products we buy.

*Environmental, social and traceability certification which qualifies biomass for legal recognition under the targets set by the European Renewable Energy Directive 2009/28/EC (EU RED).

Increased traceability is essential if we are to be able to supply truly sustainable fuels.

We check and audit our suppliers' certification and management systems, and can carry out site visits to check up. However, we cannot carry out unannounced inspections because their premises are often protected locations. The challenge lies in checking the subcontractors that we do not currently have direct contact with. We carry out a risk assessment of all suppliers when we start working with them, after which we draw up an audit plan. All our suppliers of biofuel are certified according to one of the European Commission's voluntary systems, which also means that they are third-party checked. For the coming financial year we intend to develop and improve our risk and supplier assessment, and to follow up and audit at least all our suppliers of fossil fuels.

Our biofuels are:

- RME, which is made from rapeseed
- ethanol, which is made from wheat, maize or sugar beet
- HVO, which is made from vegetable oils and animal fats
- biogas, which is made from residual products

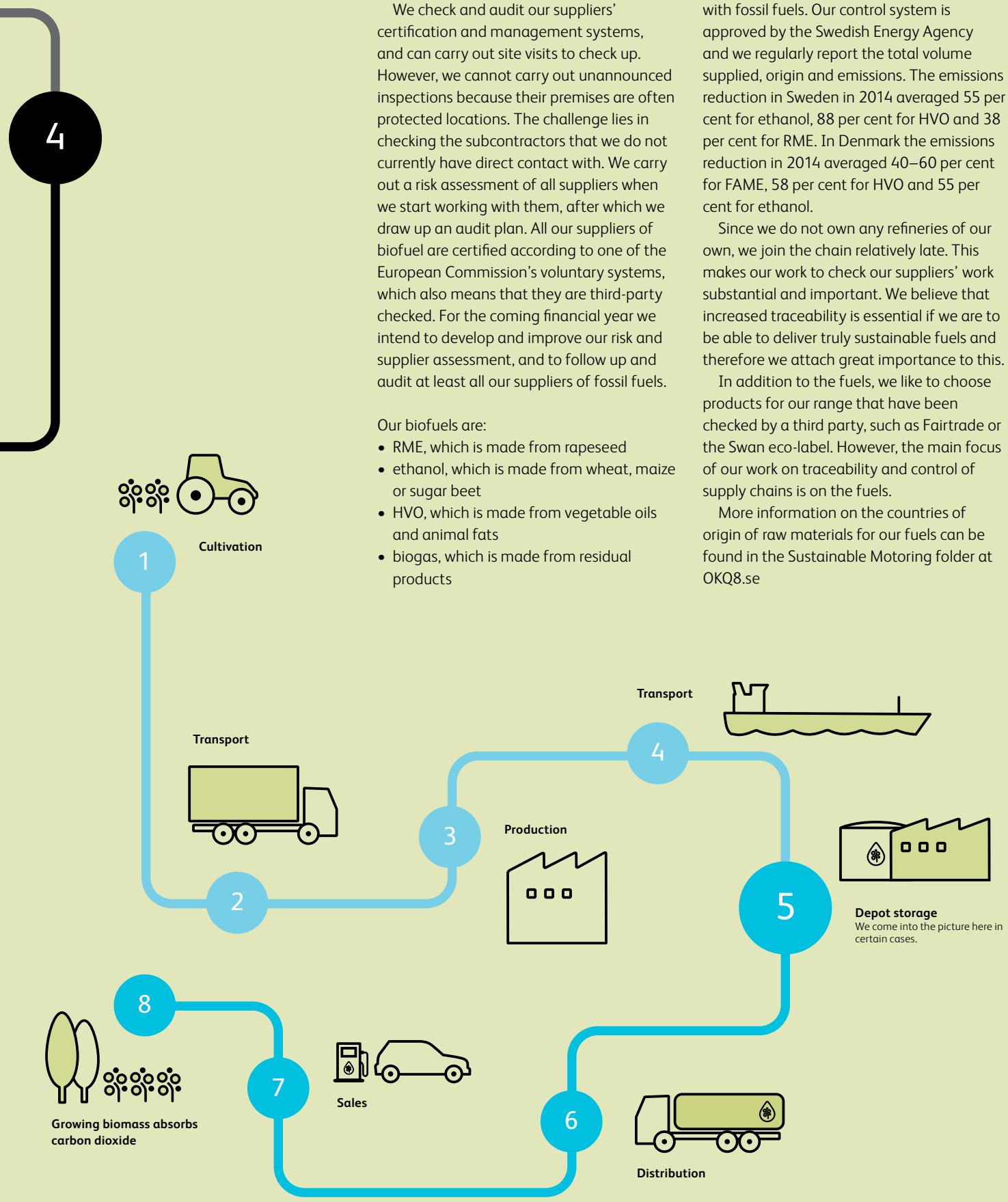
Those growing the raw materials must have systems and protection for biodiversity.

The requirement for biofuels is that they must result in at least 35 per cent reduced emissions of greenhouse gases compared with fossil fuels. Our control system is approved by the Swedish Energy Agency and we regularly report the total volume supplied, origin and emissions. The emissions reduction in Sweden in 2014 averaged 55 per cent for ethanol, 88 per cent for HVO and 38 per cent for RME. In Denmark the emissions reduction in 2014 averaged 40–60 per cent for FAME, 58 per cent for HVO and 55 per cent for ethanol.

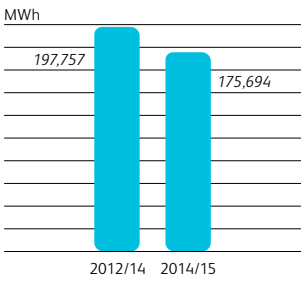
Since we do not own any refineries of our own, we join the chain relatively late. This makes our work to check our suppliers' work substantial and important. We believe that increased traceability is essential if we are to be able to deliver truly sustainable fuels and therefore we attach great importance to this.

In addition to the fuels, we like to choose products for our range that have been checked by a third party, such as Fairtrade or the Swan eco-label. However, the main focus of our work on traceability and control of supply chains is on the fuels.

More information on the countries of origin of raw materials for our fuels can be found in the Sustainable Motoring folder at OKQ8.se

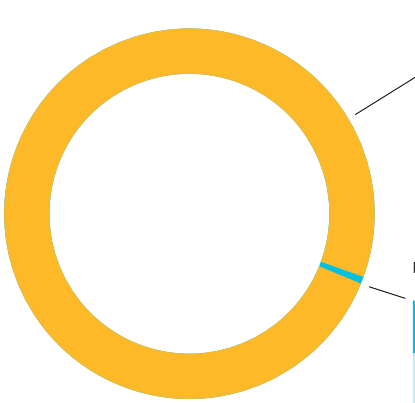


Energy consumption



Energy consumption in our own operations in Denmark and Sweden. Consumption includes offices, service stations, depots, fuels and energy consumption in distribution.

Emissions CO_2 (tonnes)
Total CO_2 emissions 8,616,740 (8,808,840)



Activity	tonnes	According to GHG protocol tonnes per scope	
Total	52,280	Scope 1 Scope 2 Scope 3	4,974 33,668 13,638
Stations and IDS	31,924	Scope 1 Scope 2	765 31,159
Distribution	14,511	Scope 1 Scope 3	1,474 13,037
Lubricant production	2,265	Scope 1 Scope 2	1,307 958
Business travel	1,769	Scope 1 Scope 3	1,168 601
Depots incl. VOC	1,440	Scope 1 Scope 2	237 1,203
Offices	371	Scope 1 Scope 2	23 348

Last year's total emissions amounted to 45,398 tonnes. The bulk of the increase relates to higher emission factors for the electricity we consumed at our service stations, depots and offices in Sweden.

Energy consumption and carbon emissions

There is no getting away from the fact that our operations have an environmental impact, which is why we want to make active efforts to reduce our environmental footprint. Our fuels account for more than 99 per cent of our total climate impact, while the remainder is associated with our own operations.

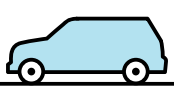
The fuel industry has a great responsibility, but also great opportunities. Sustainability is important to us and we want to reduce both our own environmental impact and that of our customers. That's why we're working to reduce energy use in all parts of our own operations and to improve our fuels.

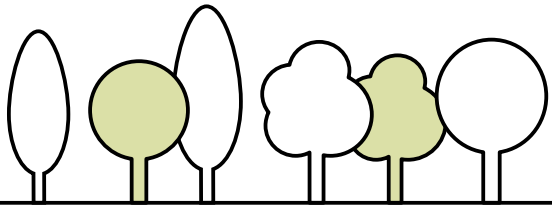
Reduced emissions from fuels
To really reduce our emissions we need to work on our fuels. One major challenge for us is to influence our customers' choice of fuels. To reduce emissions we are working to mix in a low admixture of renewable raw materials and to offer sustainable alternative fuels. Diesel BioMax, which has been tested in Sweden over a two-year period, is a fuel made of 100 per cent HVO that has proved capable of reducing emissions by up to 90 per cent. You can read more about it on the next page.

Reduced emissions from other operations
Obviously we need to work on reducing emissions from our own operations too. Our total energy consumption reduced in 2014 by just over 22,000 MWh, which is 11.2 per cent. The reduction is due to measures such as installing LED lighting, which is very energy efficient, at our service stations. Despite this, our carbon emissions increased because of new emission factors. This means that some of our electricity consumption is estimated to produce greater carbon emissions than in previous years.

We use the Greenhouse Gas Protocol, an international reporting standard, to measure and report our carbon emissions. This year the focus was on producing figures for the whole of our Scandinavian operations and on reformulating the existing Swedish and Danish targets into realistic but challenging goals that are shared throughout our business. 2014 will be the base year for the measurements.

We want to continually improve our business and we carry out regular checks throughout the organisation. For example, this might take the form of Climate Walks in Denmark or self-assessments in Sweden. In both cases the aim is to review the various parts of the business and find out what is not working that well so that we can come up with suggested improvements. One important measure is the installation of energy monitoring systems at a further 400 or so stations, providing significant opportunity for comparisons and more energy savings. Some of the emissions are from journeys between offices, which we are reducing by greater use of telephone and video conferencing. Another significant element is the transportation of the fuels. To ensure competitive distribution, we decided to move our remaining transportation to external contractors in Sweden too. The contractors must meet our requirements regarding minimising driving distances and fuel consumption. Through careful route optimisation and cooperation with other depots we can reduce emissions.





Lower impact fuels

We believe that a sustainable society is possible, and necessary. That's why we are putting the most resources and energy into our renewable fuels.

We are investing heavily in renewable fuels that work in petrol and diesel engines.

The market for renewable fuels is one of the things that differs most between Denmark and Sweden. Various renewable fuels are offered at OKQ8's stations in Sweden. We try to adapt to satisfy as many different needs as possible. In Denmark, on the other hand, the political situation, taxes and legislation make it more difficult to offer a greater variety of biofuels. Here we work on admixtures of renewables based on the current legislation on mandatory quotas and we are reviewing opportunities to introduce renewable and alternative fuels such as hydrogen and electric charging posts. We also make sure that the staff are very knowledgeable about how to reduce energy consumption. A car that is sold today will be on the road for many years to come. Since most cars today are still powered by petrol or diesel, we are investing heavily in renewable fuels that work with petrol and diesel engines. This way we make it easier for customers to switch to a more sustainable fuel without have to change their car.

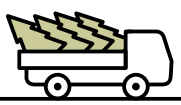


Diesel BioMax – progress report

In 2012 OKQ8 launched Diesel Bio+, a diesel containing up to 25 percent renewable raw materials. The next step was to test a new synthetic renewable diesel that goes by the name of Diesel BioMax, together with Volvo, DHL Freight and Renova. This is a 100 per cent synthetic diesel, HVO, which is made from hydrogenated vegetable oils and animal fats and can be used in ordinary diesel engines. Tests have been under way for two years and were concluded in December 2014. The results show that Diesel BioMax has extremely good technical properties and can reduce carbon emissions by up to 90 per cent. Following the tests, Renova decided to expand the use of Diesel BioMax to a greater part of its fleet. In other words, this has been a hugely successful project that we hope to be able to develop during the year in the market for heavy vehicles. We have also introduced Diesel BioZ for heavy vehicles. This product is an admixture of HVO in regular diesel but does not contain RME. It suits customers who need a product with a long storage life and a slightly better technical margin.

OKQ8 + Tesla = true

Tesla is a leading manufacturer of electric cars, supplying futuristic high-tech vehicles. As part of our investment in renewable fuels, in 2014 we began a partnership with Tesla in which charging points known as Superchargers are installed at a number of our service stations. Tesla drivers can use them to rapid-charge their cars. Initially these are at selected service stations in Sweden, but we are continually reviewing strategic locations to which we can expand this collaboration. At more and more stations around Sweden, and hopefully soon in Denmark, we are also installing our own charging posts for all kinds of electric cars.





Spills and leaks

Every spill or leak is different, but we have clear routines for preventing mistakes. If something happens nonetheless, we make sure that we learn from what went wrong so as to avoid similar situations in the future.

Prevention and remedial measures
We have safety rules at service stations and depots that must be complied with by everyone who handles the fuels, and these rules also apply to our transport contractors. If these are followed to the letter, the risk of leaks reduces considerably and any leak can be discovered quickly. We measure the pressure in tanks and pipelines in order to discover any leaks. If a leak is discovered, all the pumps are stopped and all activity on site ceases in order to minimise the effects. Stopping the leak is the priority, and to discover the size of the leak we bring in experts to survey its extent. One of the most difficult aspects of a leak is understanding the consequences and how they may affect the area in the short and long term.

Next steps
Depending on where a leak takes place, the possibilities and the level of clean-up needed varies. An assessment is also made of the background level in the area and what is due to leakage from the facility. We are in close dialogue with the authorities, and with them we produce a plan for the clean-up work. This might include bringing in pumps and sucking up the fluid through holes in the ground, for example.

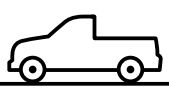
Spills
Every delivery, loading and unloading of fuel involves a risk. We work continually to minimise the number of spills through preventive measures. In 2014 we had more than 380,000 deliveries in the two countries and five significant spills were reported in connection with these, with a total of 175 litres leaking into the environment. We distinguish between spills into the environment and spills onto surfaces where they are collected, such as the pump forecourt at the service stations.

All spills are recorded in our incident reporting system. Significant spills are defined as discharge to the environment requiring clean-up, such as mechanical excavation, pumping and/or chemical treatment.

DripStop
To reduce the risk of small spills while refuelling vehicles at the service stations we have started installing what are known as DripStop valves on our diesel pumps. This reduces the risk that drops left in the nozzle will drip out when refuelling is complete. As customers, people can also remember to keep the nozzle in the tank for a few extra seconds to avoid spills and drips.

In autumn 2014 we unfortunately suffered a major leak at our IDS facility in Padborg, Denmark. The leakage rate was not high, but as the leak went on for a lengthy period it spread considerably and an area of around 2,800 m² was contaminated. We measure the pressure in our tanks and pipelines, but in Padborg the leak was not found until it had penetrated into the ground. Unfortunately, our well-developed volume control system was not sensitive enough to discover this very slow leak. We are now surveying the situation very carefully and carrying out a thorough clean-up which may take a number of years.

The structure that gave way in Padborg also exists at other facilities in Denmark and we have carried out extra checks on these. None exhibited any damage. Nonetheless, we are changing the structure to ensure that this does not happen again. We will also take more frequent measurements on tanks and pipelines and reduce permitted tolerances.



Station network, transport and storage

Cars made today are much more fuel-efficient than previously, so people do not need to stop to refuel so often. The challenge for us is to continue operating service stations in a way that ensures they remain economically viable.

Station network

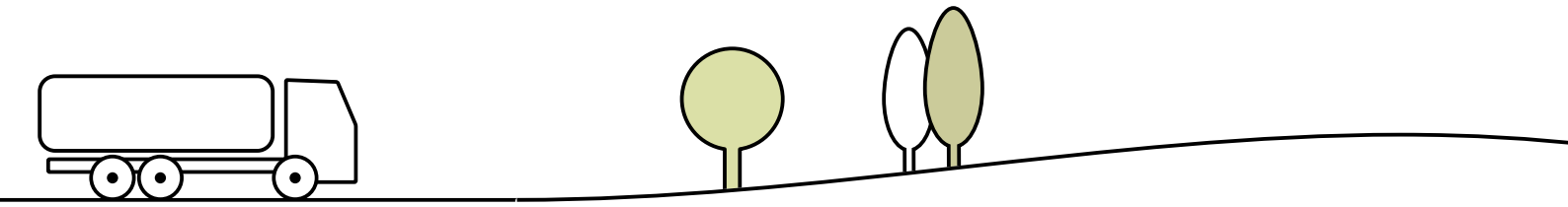
Our station network extends from southern Denmark to northern Sweden. We have nearly 1,000 stations in total. Some are automated stations, some are specially adapted for heavy vehicles and others have 24-hour shops and cycle maintenance facilities. In 2014 we closed a number of our IDS service stations, which serve heavy vehicles. Our IDS network now has 30 and 35 stations respectively in Denmark and Sweden.

Depots and transportation

After purchasing the fuels from our suppliers we store them in one of our ten depots in Sweden and Denmark. We also have access to a number of depots through partnership agreements with other parties. All transportation to and from the depots is carefully planned to minimise driving distances and thereby reduce environmental impact. Drivers receive appropriate training in eco-driving, maximising safety and preventing spills at depots, stations and on customers' premises. In Århus we have a completely new loading bay which was specifically designed with a high level of safety and a good work environment in mind.

» We have nearly 1,000 stations in total in Scandinavia."







Driven by our employees

Our business could not function without our fantastic employees. That's why it's important for us to retain those we have and attract new talent.

We believe that happy, motivated employees are essential to a thriving company. Naturally, we work to ensure that our employees are happy and are not exposed to risks. We want everyone who works for us to feel that they can develop and to feel secure in and proud of their work. To achieve this we have clear policies and goals for everything from sickness absence to discrimination and equality, but we are convinced that the greatest driving force is our values. Being a value-driven company means that we all show in word and deed what is right and wrong, and we know in our hearts what we should do. We may not have quite got there yet, but we are working hard to achieve this.

We want to be an attractive employer and attract skilled employees to our service stations, depots and offices. The aim is that everyone who works for us will reflect our values and the sustainable organisation we want to be. This is particularly important at the service stations, because that is where we come face to face with our customers. Having shared values and a feel for right and wrong within the company is even more important now that we are a Scandinavian company. New employees who join us are given a range of web-based courses on everything from who we are as a company to the environment and conflict management. Everyone who works for us is covered by our Code of Conduct.

Security and development

In both Denmark and Sweden we are in close contact with trade unions and works councils. This is important, because we want all our employees to feel secure that their rights will be safeguarded and because it helps us resolve any disputes. There are employee representatives on our Board of Directors.

Of our just over 3,500 employees (excluding franchises and associations), 100 per cent of those in Sweden and 82 per cent of those in Denmark are covered by collective agreements. The fact that it is not 100 per cent in Denmark is because station managers and office employees are able to negotiate their own contracts when they are appointed.

We believe in cultivating talent within the company and that the right person is more important than having exactly the right expertise to start with. Throughout the organisation we have very committed people with an in-depth knowledge of our various operations. Another factor in our success is that many of our employees are highly committed to sustainability issues, even where this is not the primary qualification that was demanded. This means that sustainability issues have an established place in their daily work.



Sofia Gustavsson

former intern, "Young people on the way"

How has "Young people on the way" helped you into the labour market?

– It started with a proper job interview, which I learnt a lot from because it gave me a feel for what happens when you apply for a job. When I was an intern I had very good support the whole time, but I was also encouraged to take responsibility myself to a great extent. After my internship I got a job with OKQ8 Customer Service and in the summer I will be looking after and training summer staff.

Training is the route to success

Expertise is one of our core values, and we could not manage without skilled employees. We offer training and skills transfer at all levels within the organisation so that employees feel they are developing. It is a way of getting both individuals and the organisation to grow.

We believe that employees who see potential for development within the company are more likely to stay with us. That results in stability and security, both for them and for the company, and makes a general contribution to society because the individuals become strong and knowledgeable and build up their self-worth. We want employment with us to make our employees attractive in the labour market, regardless of whether they stay with us or choose to move on elsewhere.

We have specially designed training courses for all parts of our business and build expertise through involvement in various projects. In spring 2015 we launched a new Scandinavian training tool, Performance in Motion. Both station and depot staff and senior management take part in training to help us improve safety and customer satisfaction as well as providing personal development. This may cover anything from handling food and eco-driving to leadership and anti-competitive activities.

"End Youth Unemployment Now" and "Young people on the way"

Youth unemployment is high in both Sweden and Denmark, leading to social exclusion. We want to be part of building society and we believe that we can make a difference through initiatives to help young people into working life. We have therefore started two initiatives that we are particularly proud of: "End Youth Unemployment Now" and "Young people on the way". In Sweden we offer internships with guidance to provide young people with work experience and a foot in the door to the labour market. In Denmark we offer mentoring for young people as well as free access to boot camps where they get to learn about the labour market and how to apply for jobs.

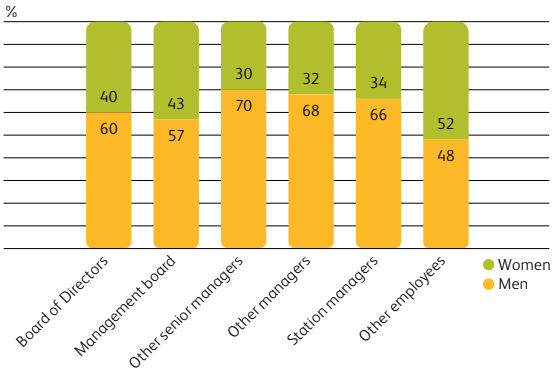
The primary aim is to increase young people's self-confidence and hopefully help to reduce youth unemployment. As we are widespread geographically, from the south of Denmark to the north of Sweden, we are able to support young people in very many different places. The initiative is successful and allows us to create good relationships with young people, and has also awakened curiosity and generated increased pride internally.



We focus on giving all our employees relevant training.



Gender breakdown 2014/15



In Denmark we have achieved gender balance in the Board of Directors as described in the Danish Financial Statements Act. The Danish Board of Directors is made up of two women and three men. We are working actively to achieve greater gender balance throughout the Group at other management levels; in 2014, for example, a greater gender balance was achieved among other senior managers. In 2014 our active work resulted in three women at senior management level, including Head of IT and Deputy Finance Director – two areas in which the applicants have often been male-dominated.

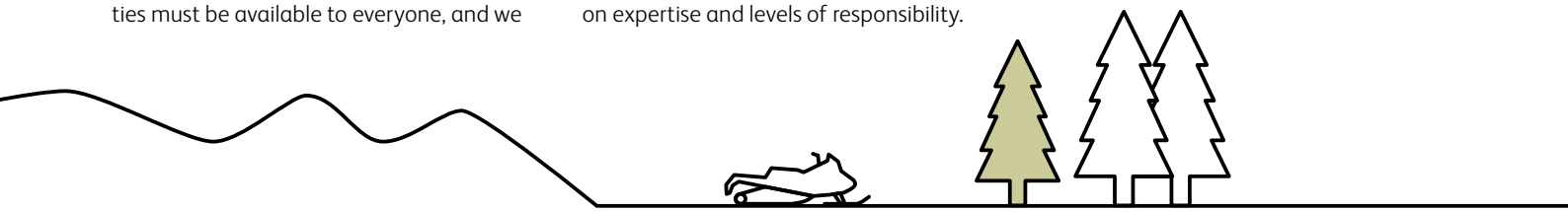
Anti-discrimination and equality

We want everyone to feel welcome and seen when they come to us. This applies both to employees and customers. It is incredibly important to us.

We want to be an inclusive workplace and we believe it is important to have a healthy corporate culture. That's why we work actively on cultural issues throughout our organisation. Openness and honesty must permeate our organisation, and that includes treating each other with respect and not differentiating between people – for example on grounds of gender, skin colour or sexual orientation. We work to ensure that this is taken for granted among all our employees, which is why all new employees must sign up to our Code of Conduct.

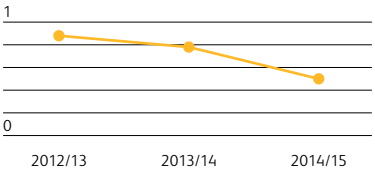
Employees who feel they have suffered discrimination can turn to our HR department. We have a zero tolerance approach to discrimination. So far, however, we have had no incidents that could not be resolved through mediation. We try to be a company that reflects society. The same opportunities must be available to everyone, and we see it as a strength if women and men are represented equally at all levels of the company. Today there is a relatively good gender balance throughout the organisation. We work hard to attract and recruit women with the expertise we are looking for at management level. The current management team is made up of three women and four men. We also work actively to survey pay in both countries in order to bring to light any deficits and make sure that pay is always set based on expertise and levels of responsibility.

» We work hard to attract and recruit women with the expertise we are looking for to managerial positions.



Safe with us

Industrial injuries involving absence per 200,000 hours
IDI* rate



* An Industrial Disabling Incident (IDI) is defined as an accident resulting in at least one day's absence. The IDI rate is calculated as the number of accidents involving absence per 200,000 working hours.

We work continually to prevent anyone suffering an accident at work. We regularly monitor and review the work environment, and carry out checks to find any safety risks.

Naturally we make sure that we maintain our stations so that daily operations function properly and our customers and employees feel safe. This includes, for example, making sure that our stations are well lit and that there are no slippery surfaces.

Nonetheless, our stations may suffer a robbery or accidents may happen. Unfortunately it is impossible to foresee everything that might happen, but we take all incidents seriously and work continually to maximise safety. We have an incident reporting system in which all incidents are recorded so that we can produce statistics, see trends and take preventive action. Whether it is injuries, sickness or attempted robberies, our first priority is the safety of our customers and employees. We have action plans and routines for different types of incident, and all our personnel have to be familiar with these.

Udviklingen af vores arbejdsmiljø	2012/13	2013/14	2014/15
Deaths	0	0	0
Industrial injuries involving absence LWC*, own employees	20	15	10
Industrial injuries involving absence LWC*, contractors	7	4	1
LWC* Severity Rate** for own employees	3.4	9.3	2.5
LWC* Severity Rate** for contractors	2.3	6.5	0.1
Robberies and attempted robberies	17	22	8
Safety walks	2,062	2,493	2,657
Incident reports/near misses	590	320	424
Incidents/accidents, customers (e.g. slipping, collisions, etc.)	32	39	39

*Lost Workcase Days
**Number of days absence/number of hours worked x 200





Our business and our customers

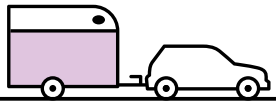
Our mission is to be an enabler for people in motion.

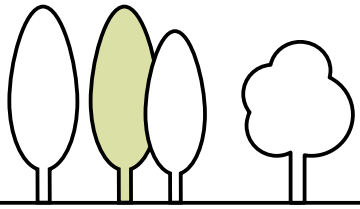
People's need to travel and move around is not diminishing, so we are there for anyone who wants to go somewhere. However they choose to travel, we want to help make it as comfortable and sustainable as possible.

Meeting our customers' needs and working to achieve a financially and environmentally sustainable business is important to us and to our owners. We have to run our business profitably and be on the lookout for changes that affect our industry. A lot of this work involves analysing the world around us and conducting dialogue with our stakeholders.

The formation of a Scandinavian organisation has brought many gains, and we would dare claim that today we are bigger and better than ever. We are a company active in two markets. The differences between them mean we can learn a lot from each other, and the similarities mean there are many synergies. For example, we have gained a fresh new food concept in Sweden and more really good motoring products in Denmark. Put simply, more of the good things.

» The formation of a Scandinavian organisation has brought many synergies, and we would dare claim that today we are bigger and better than ever.





Dialogue with stakeholders and materiality analysis

We try to always be in dialogue with our stakeholders. Outside views and information are necessary and useful if we are to meet the needs that exist both now and in the future. Before preparing this report we conducted a materiality analysis along with selected Swedish and Danish stakeholders in order to get their views as to what our most important sustainability aspects are.

Our materiality analysis began with an internal workshop based on the GRI's overall list of aspects, from which we extracted those GRI aspects that are relevant to our business. We supplemented this with our own aspects, which we call topics.

Starting from this list appropriate to our business, we produced a basis for our dialogue with stakeholders. The external stakeholder analysis consisted of in-depth interviews with representatives of our main stakeholder groups.

Our main stakeholders

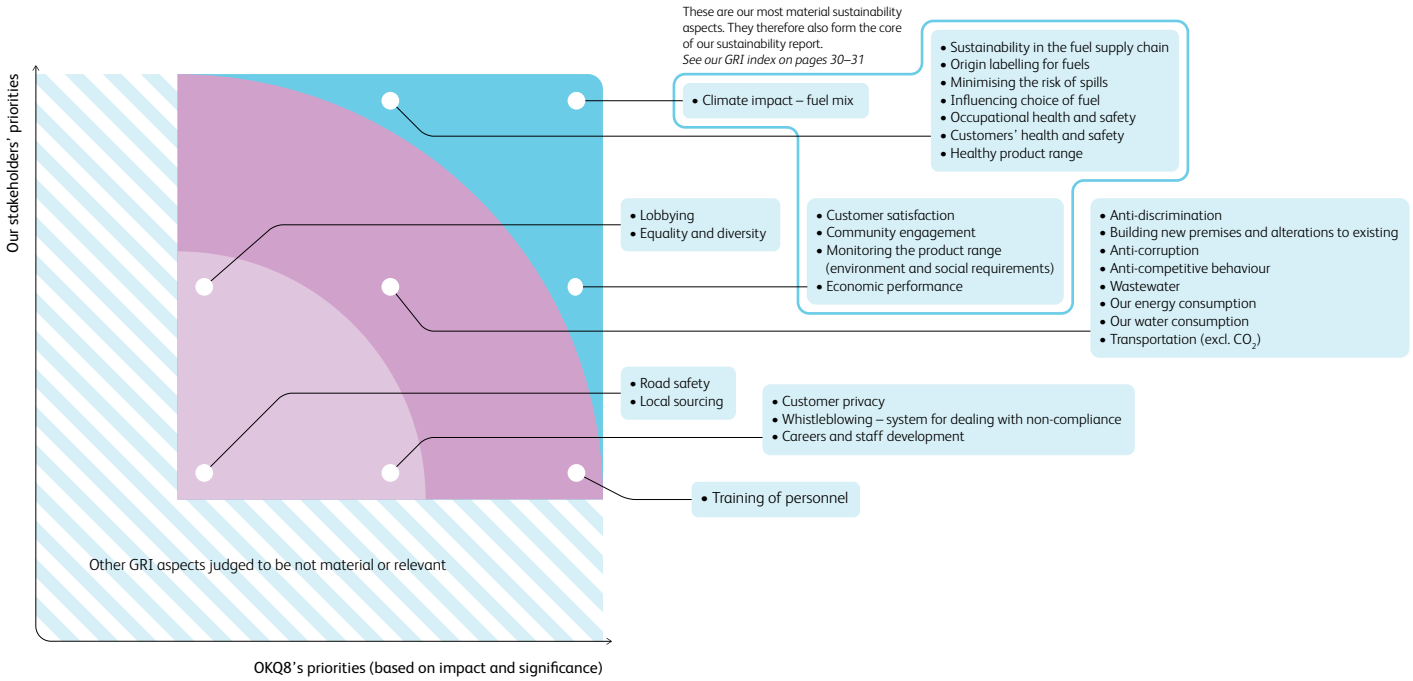
The following stakeholders have been represented in both Sweden and Denmark: owners, business customers, customers from the public sector, suppliers, partners, environmental organisations and other interest groups. The in-depth interviews consisted of both open questions and a prioritisation exercise based on our list of GRI aspects.

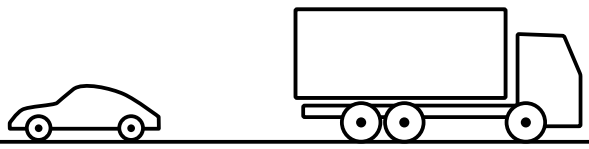
To include the perspective of individual private customers we also analysed the industry and the world around us. We worked the results of this analysis into the concluding workshops in Sweden and Denmark. The analysis and our internal assessment resulted in the following priorities: See chart below.

The boundaries and how much we can influence these material aspects vary. Our customers' climate impact from their choice of fuel, and the supply chain for both fuels and other parts of our product range are outside our organisation. Aspects within our own organisation are economic performance, customer satisfaction, community engagement, the work environment and safety, and our work on health and safety for our customers and employees. Our work to prevent and minimise the risk of spills is limited by how much of our value chain we can control; in other words, where we can implement measures to reduce the risk of spills by us, those driving our tanker vehicles and our customers.

With the move to G4, the GRI's new revised guidelines, we have chosen to focus our external sustainability communications on the areas that proved to be most relevant. These are also areas that we can see we could influence in some way, making a difference with our sustainability work.

In addition to these areas, we naturally work on ensuring that we comply with the applicable legislation in all areas. At the same time, we work on areas that we consider to be so-called hygiene factors, such as budgeting resources and working to develop everyone who works for us.







Customer satisfaction and custom

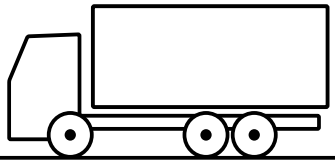
Having satisfied customers is essential to running our business. We therefore work actively to earn trust and to adapt our services to customers' needs.

We survey customer satisfaction regularly among various customer groups in order to measure how well we are living up to our own and our customers' expectations year by year. In 2014/15 we conducted our first Scandinavia-wide customer survey within the B2B segment. The survey showed that our main strengths are reliability of supply, high product quality and availability. The overall average was 4.2 out of 5. This result shows that we are on the right track and that our customers appreciate our efforts.

Our operations are broad and we address many different customers, so we carry out a number of different surveys to ensure that we are getting it right with our products and services. For example, we use mystery shoppers at the service stations who act as customers and assess how well we are succeeding in meeting various customer needs. In 2014 more than 2,000 visits were made by mystery shoppers. The results were very good and show that we have further improved the level of service we offer. A major customer survey for the Scandinavian station network is planned for summer 2015.

Customer Service

In addition to our service stations, we also have a large Customer Service department that you can contact with any questions or for help. Every day we receive thousands of emails, phone calls and Facebook messages that we try to answer as quickly and accurately as possible. At Customer Service we measure not only satisfaction but also accessibility, by monitoring waiting times. We try to be very accessible – with short waiting times, a high resolution rate and always a friendly welcome. As part of our Customer Service we also give our customers tips to make their lives easier, such as telling them about our banking services or which fuels might work best in their vehicles, or how to reduce their environmental impact.





There for everyone

Our goal is for everyone to feel seen when they come to us. We try to present a personal, cheerful and helpful face. We want to be on hand, to make life easier and to be a friend on the road for everyone on the move.

We do not always succeed, but our aim is that everyone should feel welcome and that we should be able to meet their needs so as to make their journey as smooth as possible.

Mobility and movement must be easy and enjoyable. Sometimes you want to fix your car yourself, while other times it is easier to come to us for help with anything from refuelling and changing wiper blades to washing your car. We have smart card solutions that make refuelling easier, both for personal customers and for business customers. We also have a bank in Sweden, and OKQ8 VISA aims to provide customers with good offers, advantageous interest rates and one per cent cash-back on all purchases.

The important thing is not how you are getting about, but the fact that you can. GoMore is a company that aims to make car sharing easier. Our partnership with GoMore means their customers get that little bit extra on their travels. In Denmark we are partnering with GoMore at all our service stations, while in Sweden this is currently being tested at selected service stations. When GoMore customers stop at our service stations we give a free coffee to everyone in the car. In 2014 we gave out 11,666 cups.

When GoMore customers stop at our service stations we give them free coffee.

er service



Phishing

Sometimes our attention is drawn to fake emails that appear to come from us. This is known as phishing and it is a known type of fraud aimed at getting personal details, codes and account numbers via the internet. Often the perpetrators send an email that appears to come from a trusted source encouraging the recipient to provide their details. We never request personal or account details by email. If you receive such an email, you can be sure that it is not from us. We tell our customers not to click on any links. If they have done so nonetheless and given out their details, they can call us 24 hours a day to block their card.

Victim of phishing?

Sweden:
020-65 65 65
+46 8 506 811 (from abroad)

Denmark:
8020 8888

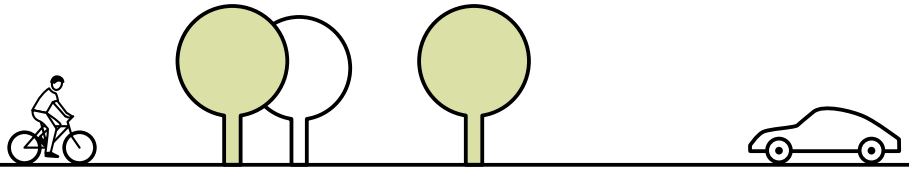


Matias Møl Dalsgaard

CEO / Co-Founder GoMore

What is GoMore and how does the partnership between you and Q8/OKQ8 work?

– GoMore is a platform for car sharing and car rental between private individuals. We have around 300,000 members in Scandinavia. We think that Q8 and OKQ8 have good products, such as good coffee, and we want our customers to get that little bit extra. When they stop at the service stations they get a free coffee, and the service station gets new customers – a clear win-win situation!





5

Organisation and ownership

OK-Q8 AB is owned 50 per cent each by OK ekonomisk förening (OK Economic Association) and Kuwait Petroleum International. OK-Q8 AB in turn owns Q8 Danmark, but we see ourselves as one company with a shared mission.

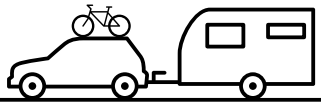
Both our owners are highly committed to sustainability matters, and this permeates the entire business. Our instructions from our owners are clear: we must work to be a sustainable company not just environmentally, but also economically and socially. This can be seen in a number of our initiatives and particularly in the fact that we have appointed a new director to focus specifically on sustainability matters. Her job is to make sure that we get even better at integrating sustainability into our business, so that they are not two separate processes.

Environmental aspects and our impact are also dealt with by our Sustainability Committee, which recommends our sustainability strategy, sustainability goals and sustainability activities, after which the management decides on these.

Our Sustainability, Social Responsibility and Communications Director chairs the Committee. The heads of the following functions are represented on the Committee: Communications, HR, Operations Direct Market, Distribution, Marketing and Engineering.

Alongside the Committee, we have a team that deals with matters with a particular focus on health, safety and the environment. Managers from our divisions come together in this team.

OK ekonomisk förening (OK Economic Association) is the largest of seven OK associations in Sweden, with nearly a million members. Kuwait Petroleum International is based in the Netherlands and is owned by Kuwait Petroleum Corporation, which is in turn owned by the Kuwaiti state. In 1999 a joint venture was started between OK ekonomisk förening and Kuwait Petroleum International. On 1 August 2012 OKQ8 in Sweden and Q8 in Denmark together formed one of Scandinavia's largest fuel companies.





Financial value – generated and distributed	SEK m
Net sales, Group	37,238
Purchases of goods and services (suppliers)	22,197
Excise duties (state – society)	13,944
Salaries and other remuneration (employees)	695
Corporate tax (state)	44
Financial expenses (lenders)	-21
Donations (society)	2
Profit (retained by the company)	377

In 2014/15 interest income exceeded our interest expenses. The financial result above represents profit for the year after tax and financial items. Donations to society is a rough combined total for our direct donations to not-for-profit organisations. It excludes resources in the form of working time dedicated to community engagement. The figures for the table above were taken from the Group's financial results, which can be found in full in the annual report.

Finance and governance

Financial stability is part of being a sustainable company. Stable finances enable us to work long-term on our social and environmental responsibilities.

Our overall profit for 2014/15 was SEK 421 million before tax. Despite strong sales during the year, with volumes largely maintained, profit for the year declined compared with the previous year. This is mainly due to the accounting effect of the substantial fall in price on the oil market. Nonetheless, we can look back on a positive year for the Group.

Our sector is sensitive to economic fluctuations and political measures. Prices of raw materials for our fuels are affected by many factors that are difficult for us to control. Political and religious unrest and natural phenomena in the countries of origin are just some of the factors. At home, the main determining factor is how the fuels are taxed.

» Vores branche er følsom over for konjunkturudsving og politiske initiativer.

Our Board of Directors produces a strategy, aims and guidelines, and makes sure that we have a functioning control system and that we comply with legislation, agreements and ethical guidelines. Each Board meeting reviews what has happened in the company as regards health, safety and the environment.

B¢s¥v¿¢x¿v{¥wu§¢¥¦??OK-Q8 AB:

Board members, OK ekonomisk förening

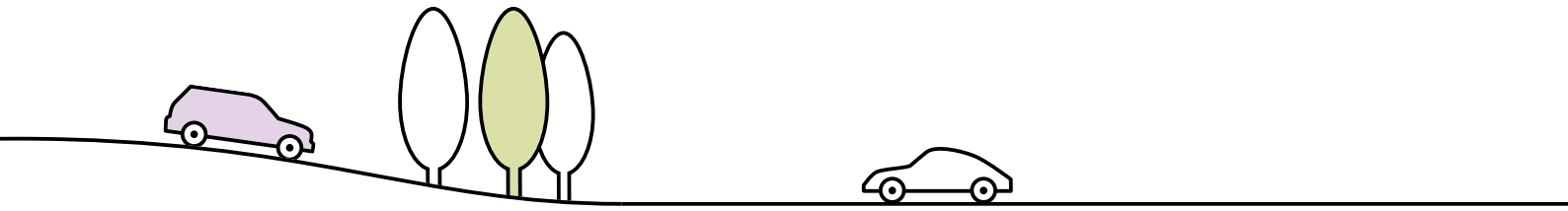
Göran Lindblå *Chairman*
Ines Uusmann
Lennart Hjalmarson

Board members, Kuwait Petroleum International

Anthony Saunders
Azzam Almutawa
Khaled AL-Mushileh

Employee representatives

Torbjörn Hage (Unionen)
New representative to be appointed shortly (Transport)



GRI index

This sustainability report is for the financial year from 1 March 2014 – 28 February 2015. It is the Group's first joint sustainability report and integrates the reports published previously by OKQ8 in Sweden and Q8 in Denmark. The sustainability report has been prepared based on the Global Reporting Initiative's (GRI) G4 guidelines, at "Core" level. The report has been reviewed by an external auditor to make sure that in conjunction with the Danish annual report it meets the requirements of CSR reporting in Danish legislation (Danish Financial Statements Act, sections 99 a and b). The report has not been subject to any other external review. In 2014 OK-Q8 AB including Q8 Danmark A/S and the other subsidiaries signed up to the UN Global Compact, and this report thus also acts as the Group's first Communication on Progress.

GRI generic indicators

Indicator	Description	Comments	Page reference
G4.1	Statement from the CEO about the relevance of sustainable development		4
G4.3	Name of the organisation	OK-Q8 AB and Q8 Danmark A/S.	30
G4.4	Primary brands, products and/or services	IDS, OKQ8, Q8, Q8 Oils, F24, OKQ8 Minipris, OKQ8 Visa.	30
G4.5	Location of the organisation's headquarters	Stockholm.	30
G4.6	Countries where the organisation operates	Sweden and Denmark.	30
G4.7	Nature of ownership and legal form		28
G4.8	Markets served	Sweden and Denmark.	30
G4.9	Scale of the organisation		20, 29
G4.10	Total workforce by employment contract, gender and region	The workforce is not reported by employment contract and region.	22
G4.11	Percentage of total employees covered by collective bargaining agreements		20
G4.12	The organisation's supply chain		14–15
G4.13	Significant changes during the reporting period regarding the organisation's size, structure or ownership		2
G4.14	Whether and how the precautionary principle is addressed	The precautionary principle is incorporated into Swedish legislation in Miljöbalken, the Swedish Environmental Code. In Denmark there are similar requirements in the Danish Environmental Protection Act. In the Group consideration is given to the precautionary principle when purchasing goods and materials.	30
G4.15	Economic, environmental and social principles and standards to which the organisation subscribes or which it endorses	United Nations Global Compact.	5
G4.16	Active memberships of associations (such as industry associations) and advocacy organisations	Svenska Petroleum och Biodrivmedel Institutet (Swedish Petroleum and Biofuels Institute), Klimatneutrala godstransporter på väg (On the Road to Climate Neutral Freight Transportation), Energi- og olieforum (Danish Oil Industry Association), Danske olieberedskabslagre (Danish Central Stockholding Entity).	30
G4.17	Any entity included in the organisation's consolidated financial statements but not covered by the report		not relevant
G4.18	Process for defining the report content		25
G4.19	Material Aspects identified		25
G4.20	For each material Aspect, report whether the Aspect is material within the organisation and for which entities		25
G4.21	For each material Aspect, report whether the Aspect is material outside of the organisation and if so, where		25
G4.22	Any restatements of information provided in previous report(s)	This is the first integrated report and hence many indicators have 2014/15 as the base year. Other changes are commented on next to the indicator.	30
G4.23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	This is our first integrated report and therefore it has only limited comparability with previous reports by OKQ8 in Sweden and Q8 in Denmark.	30
G4.24	List of stakeholder groups engaged by the organisation	Customers – both personal customers and business customers, authorities, municipalities, government, suppliers, environmental organisations, consumer organisations, business organisations, trade unions, owners, lenders, neighbours of the service stations and employees.	25, 30
G4.25	Basis for identification and selection of stakeholders	The groups that are impacted by and/or impact the company's operations, such as members, customers, interest groups, authorities and suppliers, and that have a vested interest in contributing to the sustainability work of OKQ8 and Q8.	25, 30
G4.26	Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Ongoing dialogue includes association meetings at which our owners/customers (the OK members) have great opportunities for dialogue. Dialogue is also conducted with, for example, neighbours and other stakeholders at our depots – here with particular focus on safety issues. Through our sales staff we have continual dialogue with our business customers. We take part in seminars and conferences at which many stakeholders (NGOs, customers, other sectors, authorities) are represented and where we then conduct a dialogue.	25, 30
G4.27	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns	See above and the description of our materiality analysis.	25, 30
G4.28	Reporting period	Financial year March 2014–February 2015.	30
G4.29	Date of most recent previous report	May 2014 in Sweden and Denmark.	30
G4.30	Reporting cycle	Annual.	30
G4.31	Contact point for questions regarding the report or its contents	Malin Eklund, Head of Communications and CSR.	30
G4.32	GRI Content Index		30–31
G4.33	Policy with regard to seeking external assurance for the report		30
G4.34	Governance structure, including committees and board responsibilities for economic, environmental and social impacts		28–29
G4.56	Values, principles and codes of conduct		5

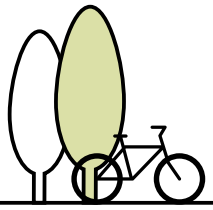
GRI material aspects and indicators

Aspect	Disclosure on Management Approach (DMA)	Comments	Page reference
ECONOMIC			
Economic performance	DMA		29
	EC 1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation		29
ENVIRONMENTAL			
Emissions	DMA		5, 16–17
	EN 15 – Direct greenhouse gas (GHG) emissions (Scope 1)		16
	EN 16 – Indirect greenhouse gas (GHG) emissions (Scope 2)		16
	EN 17 – Other indirect greenhouse gas (GHG) emissions (Scope 3)		16
	EN 19 – Reduction of greenhouse gas (GHG) emissions		12, 16
Reduce risk of spills	DMA	Reformulated Aspect.	18
	EN 28 Significant spills		18
SOCIAL			
Occupational health and safety	DMA		5, 20–24
	LA 6 – Fatalities, occupational injuries, absenteeism	Includes customer accidents. Injuries and absence are not reported by region or gender.	23
Customer health and safety	DMA	Reformulated Aspect.	23
	Number of customer accidents	Own indicator.	23
Customer satisfaction	DMA		26
	PR 5 – Customer satisfaction		26
OTHER			
Community engagement	DMA	Self-formulated Aspect, known as a topic.	21
	Number of young people involved	A key element of our community engagement is our work with "Young people on the way" and "End Youth Unemployment Now". We have therefore produced our own indicator for this work.	3, 5, 21
Sustainable supply chain – rest of product range	DMA	Self-formulated Aspect, known as a topic.	8-9
	No indicators.	For this Aspect there are no indicators to report for 2014/15.	–
Fuel traceability.	DMA	Self-formulated Aspect, known as a topic.	14–15
			–
Healthy product range	DMA	Our materiality analysis resulted in this Aspect. We work on this in our product range in various ways, but we are unable to report on our sustainability management in relation to this Aspect for 2014/15.	–
	No indicators	For this aspect there are no indicators to report for 2014/15.	–

Boundaries for indicators reported and other key indicators are described in more detail at okq8.se and q8.dk.

Global Compact reference table

Principle		Page reference
HUMAN RIGHTS		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights; and	8–9, 14–15
Principle 2	Make sure that they are not complicit in human rights abuses.	8–9, 14–15
LABOUR		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	5, 20, 29
Principle 4	the elimination of all forms of forced and compulsory labour;	8–9, 14–15
Principle 5	the effective abolition of child labour; and	8–9, 14–15
Principle 6	the elimination of discrimination in respect of employment and occupation.	22
ENVIRONMENT		
Principle 7	Businesses should support a precautionary approach to environmental challenges;	5, 14–15, 30
Principle 8	undertake initiatives to promote greater environmental responsibility; and	5, 12–13
Principle 9	encourage the development and diffusion of environmentally friendly technologies.	5, 12–13
ANTI-CORRUPTION		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	5, 13





Drive safely!