



CIC
Hospitality
Caring Inspiring Creative

CIC Hospitality
Report 2024
ESG Review



Table of Contents

About us	3
Our key material ESG themes	4-5
ESG progress in 2024	6
ESG outlook for 2025	7
Climate change	8
Working conditions	9
Health and safety	10
Material efficiency and waste	11
ESG KPI overview	12

About us

- CIC Hospitality (CIC), founded in 2018, is a fast-growing independent owner and operator of price-friendly hotels in the Nordics, operating both own hotels and externally owned hotels on behalf of real estate owners or other hotel chains.
- With a focus on best-in-class cost management and innovative solutions, CIC can offer accommodation in cities and locations with limited accommodation alternatives. The company's vision is to care, inspire and create experiences.
- CIC is headquartered in Oslo, Norway and has over 330 individuals employed within the organization. The hotel portfolio currently consists of 18 hotels primarily based in Norway, though in 2022, international expansion was realized with opening of the first two locations in Denmark. CIC holds agreements with hotel chains such as Best Western, Thon Hotels, RHG and Scandic Hotels.

Our ESG work

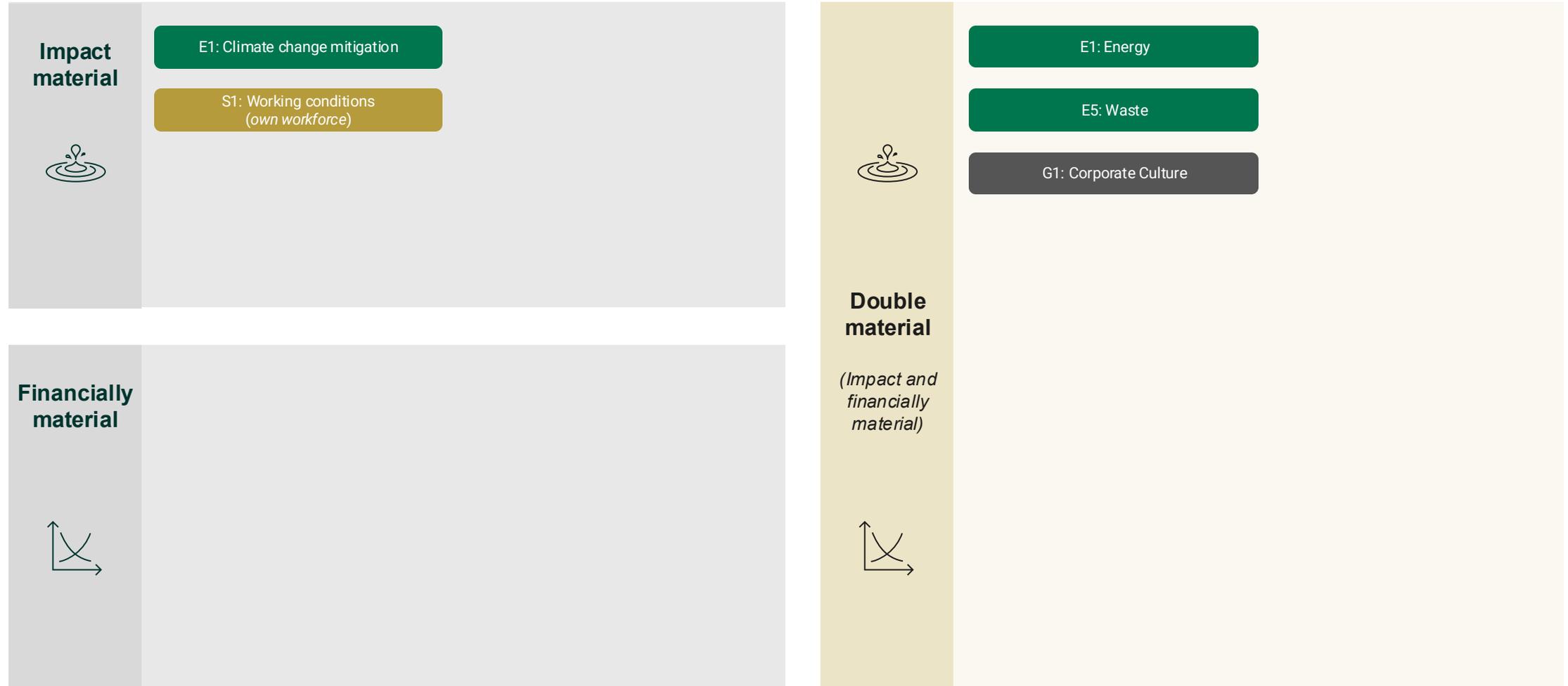
- **Energy and carbon:** CIC is focused on lowering its carbon footprint and has set initiatives to do so, such as limiting gas use in facilities.
- **Material efficiency and waste:** CIC is committed to minimizing the negative environmental impacts of its hotels in line with Eco-Lighthouse and Swan Ecolabel standards.
- **Employee health and safety:** CIC prioritizes safe working conditions and a culture of inclusivity for all employees.
- **Service quality:** Providing best-in-class service quality is imperative for CIC, as evidenced by the digitalization of the customer journey.
- **Supply chain control:** CIC places a strong emphasis on complying with environmental and human rights standards related to its supply chain.
- **Governance and ESG strategy:** CIC has taken steps to integrate ESG considerations into its policies and procedures.

ESG highlights in 2024

- Conducted double materiality assessment in order to identify key sustainability impacts, risks and opportunities, which will help inform business decisions
- Continued to review GHG inventory for data improvement area and started to explore methodologies and approaches for Net-Zero targets



Our key material ESG themes



Note: Materiality topics defined based on categorization in ESRS.

Our key material ESG themes



Environment		Upstream	Own operations	Downstream
Climate	Climate change mitigation <ul style="list-style-type: none"> Negative impact: CIC has an impact on climate change through scope 1 emissions. These emissions stem from mobile combustion of company cars. Negative impact: CIC has an impact on climate change related to scope 2 emissions, through the purchase of electricity and heating. Negative impact: CIC has an impact on climate change related to GHG emissions in the upstream and downstream supply chain, of which the majority stem from purchased goods and services. 			
	Energy <ul style="list-style-type: none"> Potential negative impact: CIC has a potential impact on climate change through energy consumption in offices, in hotels, through electric company cars and through project planning for new buildings and future energy consumption. Positive impact: CIC has an actual impact on energy production, after installation of solar panels at Aiden Hering and Aiden Lolland. 			
Resource use & circular economy	Waste <ul style="list-style-type: none"> Negative impact: CIC's resource use contribute to excessive food waste, causing pollution, methane emissions, and high energy and water use. This may strain waste systems and worsens food insecurity by diverting usable resources. Negative impact: CIC's waste handling—including packaging and hazardous materials—causes pollution, harms ecosystems, and increases greenhouse gas emissions. It also burdens waste infrastructure and natural resources. 			
Social				
Own workforce	Working Conditions <ul style="list-style-type: none"> Negative impact: Excessive workloads and long hours lead to fatigue, stress, burnout, and safety risks. This reduces job satisfaction and productivity while increasing absenteeism and turnover. Negative impact: Restrictions on freedom of association harm employees' ability to advocate for fair conditions, lowering morale, engagement, and job satisfaction. Negative impact: Inadequate and unfair pay causes financial stress, reduces morale and productivity, and leads to higher turnover and lower workplace stability. Negative impact: Physically demanding roles and poor ergonomic conditions among contractors raise health risks, resulting in absenteeism, burnout, and reduced service quality. Negative impact: Lack of social protection makes employees vulnerable to financial shocks, increasing stress and job insecurity, which lowers morale and productivity. Negative impact: Job insecurity, especially among temporary and seasonal workers, leads to stress, low job satisfaction, and reduced employee engagement and service quality. 			
Governance				
Business conduct	Corporate Culture <ul style="list-style-type: none"> Potential positive impact: CIC's corporate culture promotes ethical behavior and good conduct, which could enhance workplace culture, operational efficiency, and alignment with governance objectives. Potential risk: Without regular training and ethical conduct programs, CIC may struggle to attract and retain a reliable workforce, which could harm operational effectiveness and overall business performance. 			

Note: Materiality topics defined based on categorization in ESRS.

ESG progress in 2024

Project	Description of project	Progress during 2024
1 Carbon Reduction Strategy	<p>In 2023, CIC Hospitality took further steps towards a more complete GHG inventory diving deeper into our scope 3 emissions. This is considered as a vital first step for setting a carbon emissions reduction target. In 2024, we will continue develop a strategy for an appropriate emission reduction strategy.</p> <p>One area that will be explored in 2024, is how hotel consumption data can be used as input for more accurate scope 3 reporting.</p>	<ul style="list-style-type: none">• Continued to review GHG inventory for data improvement areas• Explored methodologies and approaches for Net-Zero targets
2 People & Culture	<p>CIC recognises the importance of developing a strong company culture and employee identity. To ensure this, CIC is developing an employee knowledge-sharing and development platform, including a chat function, news feed, manuals, etc. CIC will also increase the number of junior members through a structured intern program with 10-15 interns each calendar year; additionally, new partnerships will be explored with Scandinavian institutions.</p>	<ul style="list-style-type: none">• Continued to work with interns• Implemented All Gravy as a tool for internal communication
2 CSRD Readiness	<p>CIC Hospitality will be required to report on sustainability topics in line with CSRD regulation. While this is likely to be a resource intensive process, it is also regarded as a chance to review our existing materiality assessment and ESG strategy.</p>	<ul style="list-style-type: none">• Conducted double materiality assessment• Collected and gathered data for ESG reporting

ESG outlook for 2025

ESG focus
areas going
forward

1 Net Zero by 2030

CIC Hospitality is committed to achieving net-zero emissions by 2025 and has set targets for this through a comprehensive carbon reduction roadmap. This includes, for example, to reduce business travel by implementing a new business travel policy.

2 Continue to work with company culture and employee identity

CIC Hospitality actively works to promote its corporate culture, focusing on ethical behavior and good conduct. This work will be continued in 2025 in order to enhance workplace culture, operational efficiency, and alignment with governance objectives.



Climate change

CIC is focused on lowering its carbon footprint and has set initiatives to do so, such as limiting gas use in facilities. Since the company is already procuring 100% renewable electricity, the carbon footprint is predominantly driven by district heating within hotels. Solar panels have been installed at some hotels to generate renewable energy, and CIC is also exploring the possibility of adding geothermal energy to its procurement mix.

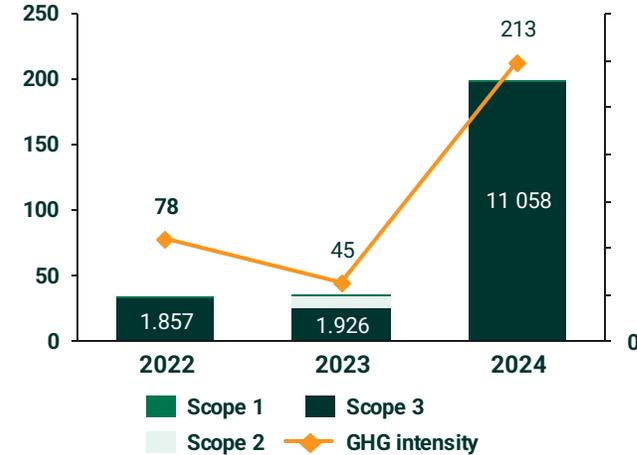
CIC focused on acquiring an energy management system and has implemented a business travel policy to minimize emissions related to employee travel. The company is committed to achieving net-zero emissions by 2025 and has set targets for this through a comprehensive carbon reduction roadmap.

CIC also exerts effort to motivate guests to limit their environmental impact in terms of carbon footprint and energy use. To minimize energy usage when rooms are empty, CIC has installed ventilation system in each hotel room. Also, to encourage the use of electric vehicles by guests, CIC has partnered with Tesla to install charging stations at multiple facilities.

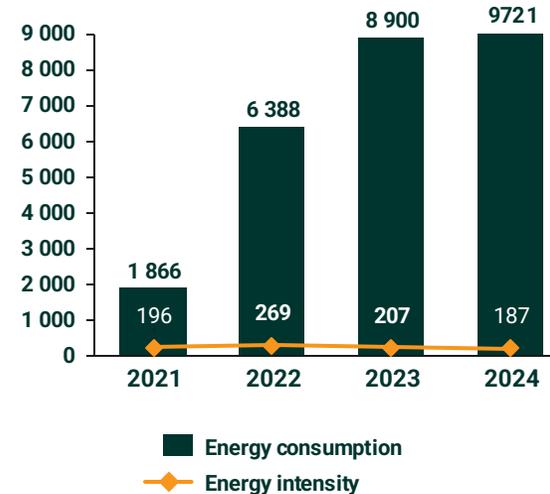
CIC's total GHG emissions has increased from 1.926 tCO₂e to 11.058 tCO₂e from 2023 to 2024. Scope 3 is the largest sources of emissions in 2024, contributing to 99% of the total emissions.

Between 2023 and 2024, the total energy consumption increased by 9%. The consumption (MWh) is linked to the purchased electricity and heating for the hotels.

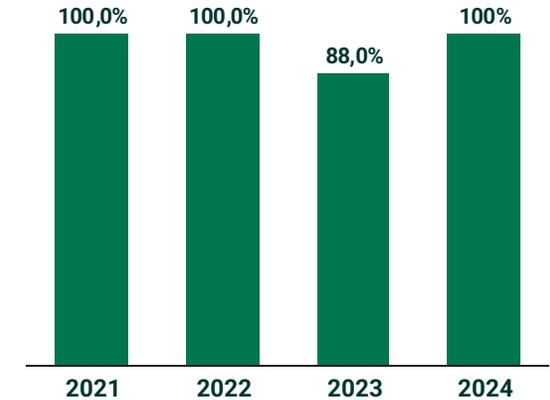
Absolute GHG emissions (tCO₂e) & GHG intensity (tCO₂e/EURm)



Energy consumption (MWh) & Energy intensity (MWh/EURm)



Renewable energy consumption (%)



Working conditions

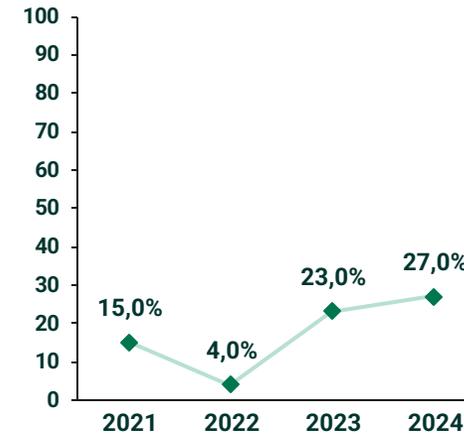
The employee turnover rate increased 4 percentage points from 23% in 2023 to 27% in 2024.

Employee satisfaction decreased from 8 in 2023 to 7,9 in 2024.

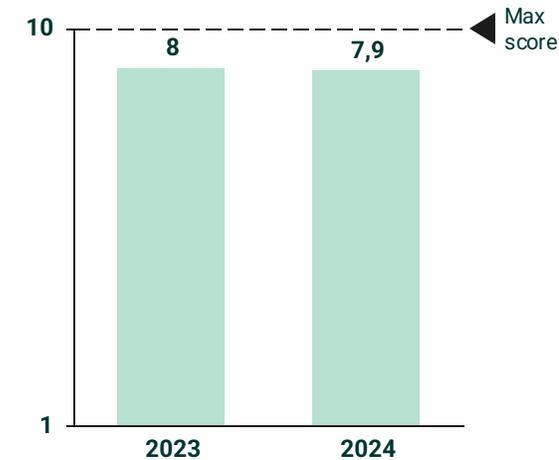
The share of female employees has continuously increased over the years, reaching 71% in 2024.

The workforce in 2024 totalled 371 FTEs, a 11% increase from the previous year.

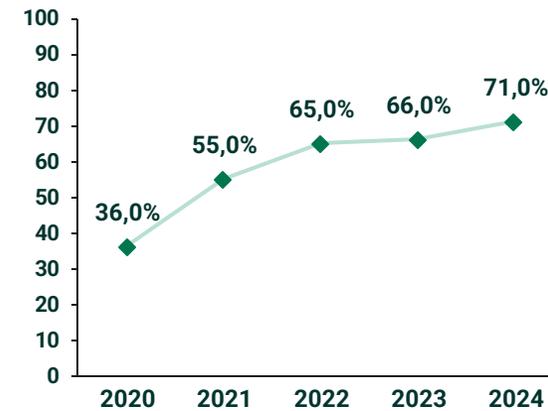
Employee turnover (%)



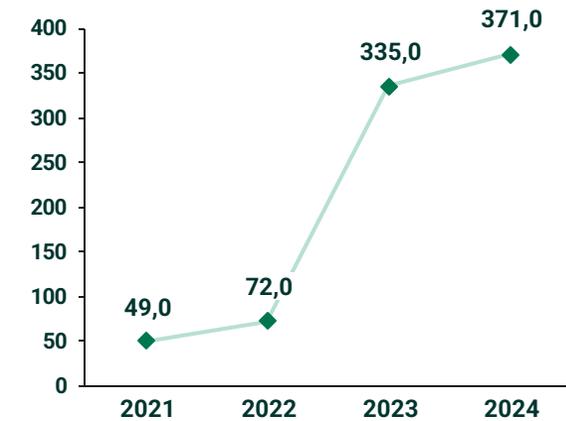
Employee satisfaction score (#)



Gender diversity in total workforce (%)



Employees (# FTE)



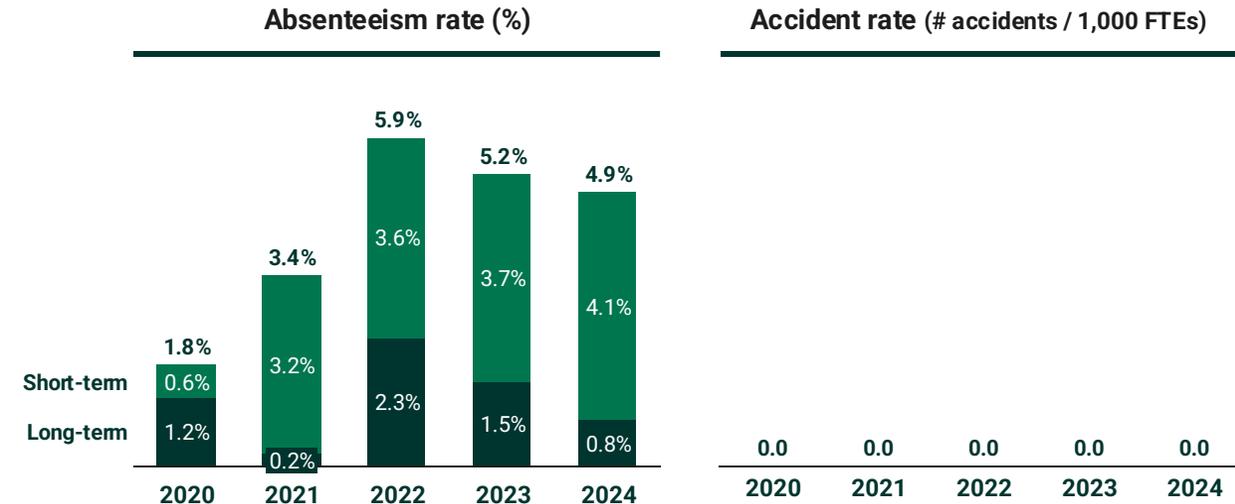
Health and safety

To support health and safety management, CIC utilizes 'TuDu' software, which documents all procedures and policies related to health and safety for all staff to access. Regular training is provided to staff on how to use this software system.

Annual assessments of safety risks are performed at all facilities, with follow-up action taken if deemed necessary by staff and management. CIC places significant emphasis on safety culture, as evidenced by a zero-accident rate over the past years. To further improve working conditions and address any employee dissatisfaction, annual individual dialogues and quarterly staff meetings are in place.

The absenteeism rate decreased from 5.2% in 2023 to 4.9% in 2024. The short-term absenteeism rate is generally higher than the long-term and was 4.1% in 2024.

No accidents were reported for five consecutive years between 2020 to 2024.



Material efficiency & waste

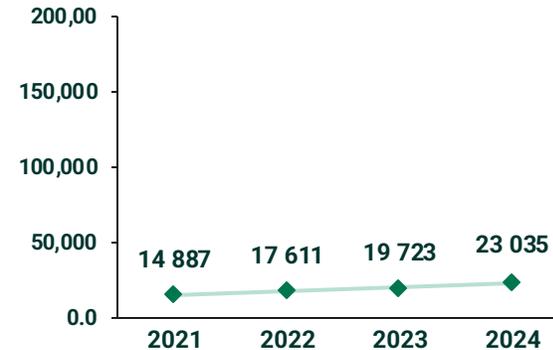
CIC is committed to minimizing the negative environmental impacts of its hotels in line with Eco-Lighthouse and Swan Ecolabel standards. Waste management procedures are in place at all CIC facilities to ensure responsible disposal practices. Furthermore, the company restricts hazardous waste streams to batteries and small electronics left behind by hotel guests, which are disposed of at public recycling facilities.

To enhance sustainability efforts, CIC implemented a system to monitor, report, and communicate water and waste efficiency to both internal and external stakeholders. CIC is currently working to implement a monitoring system to track FSC certified and recycled materials used in hotels.

CIC actively works to limit food waste generation by collaborating with organizations and apps such as Too Good To Go. This partnership allows local residents to collect leftover food from CIC hotel kitchens. Moreover, CIC endeavours to encourage guests to engage in environmentally friendly practices such as water conservation. Initiatives to promote water conservation and recycling are already in place, including the adoption of Best Western's sustainable cleaning program.

Both CIC's water and waste consumption has increased over the years. From 2023 to 2024, the water consumption (m³) increased by 17%, while the waste consumption (tonnes) increased by 13%, whereas both water intensity and waste intensity has decreased marginally.

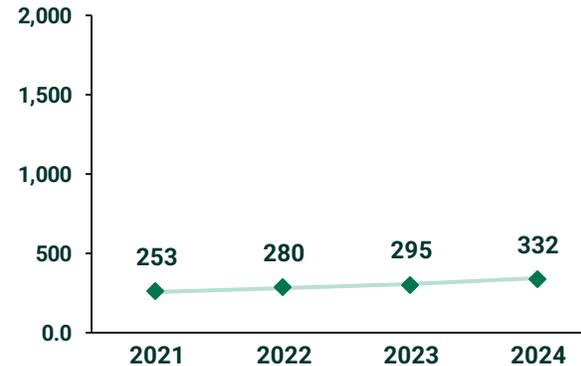
Water consumption (m³)



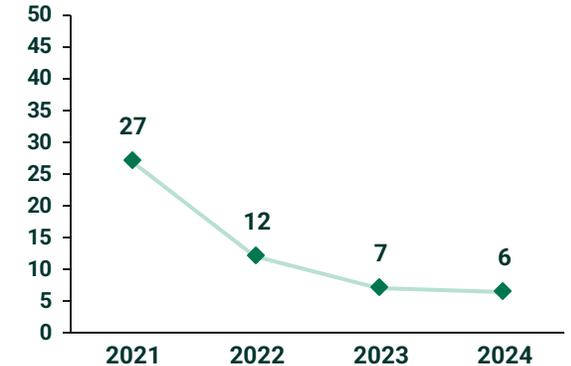
Water intensity (m³/EURm revenue)



Waste consumption (Tonnes)



Waste intensity (Tonnes/EURm revenue)



ESG KPI overview

KPI	Unit	2020	2021	2022	2023	2024
ENVIRONMENTAL						
Scope 1	tCO ₂ e	-	-	0.21	1.46	18,6
Scope 2	tCO ₂ e	750	24	40	474	1
Scope 3	tCO ₂ e	-	-	1816.8	1449.89	11 059
Total GHG emissions	tCO ₂ e	750	24	1857	1926	11 078
GHG intensity	tCO ₂ e / mEUR	-	2.5	78	34	213
Energy consumption	MWh	1866	6388	9654	8900	9 721
Energy intensity	MWh / mEUR	-	672	406	207	187
Share of renewable energy	%	0	100	100	88	100
SOCIAL						
Total number of FTEs	#	-	49	72	335	371
Share of female FTEs	%	35	55	65	66	71
Employee turnover	%	-	15	3.88	22.92	26,9
Accident rate	# of accidents per 1,000 FTEs	0	0	0	0	0
Short-term absenteeism rate	%	0.6	3.2	3.6	3.7	4,1
Long-term absenteeism rate	%	1.2	0.2	2.3	1.5	0,8
Total absenteeism rate	%	1.8	3.4	5.9	5.2	4,9
Employee satisfaction score	#	-	-	-	8	7,9
COMPANY-SPECIFIC						
Water consumption	m3	7000	14 887	17 611	19 723	23 035
Waste generated	tonnes	-	253.3	280.3	295	322

Reporting parameters

Legal name	CIC Hospitality AS
Org. nr	920 356 389
NACE sector code	55 - Hotels & Accommodation
Location of headquarter	Professor Dahls gate 21A, 0353 Oslo, Norway
Nature of ownership	Majority owned by Norvestor
Reporting period	January 1, 2024 – December 31, 2024
Contact person	Andreas Buestad, andreas@cichospitality.com