

Carbon Accounting for the Service Industry



Mastering carbon accounting for compliance and impact

GUIDE

☁️ CO2e

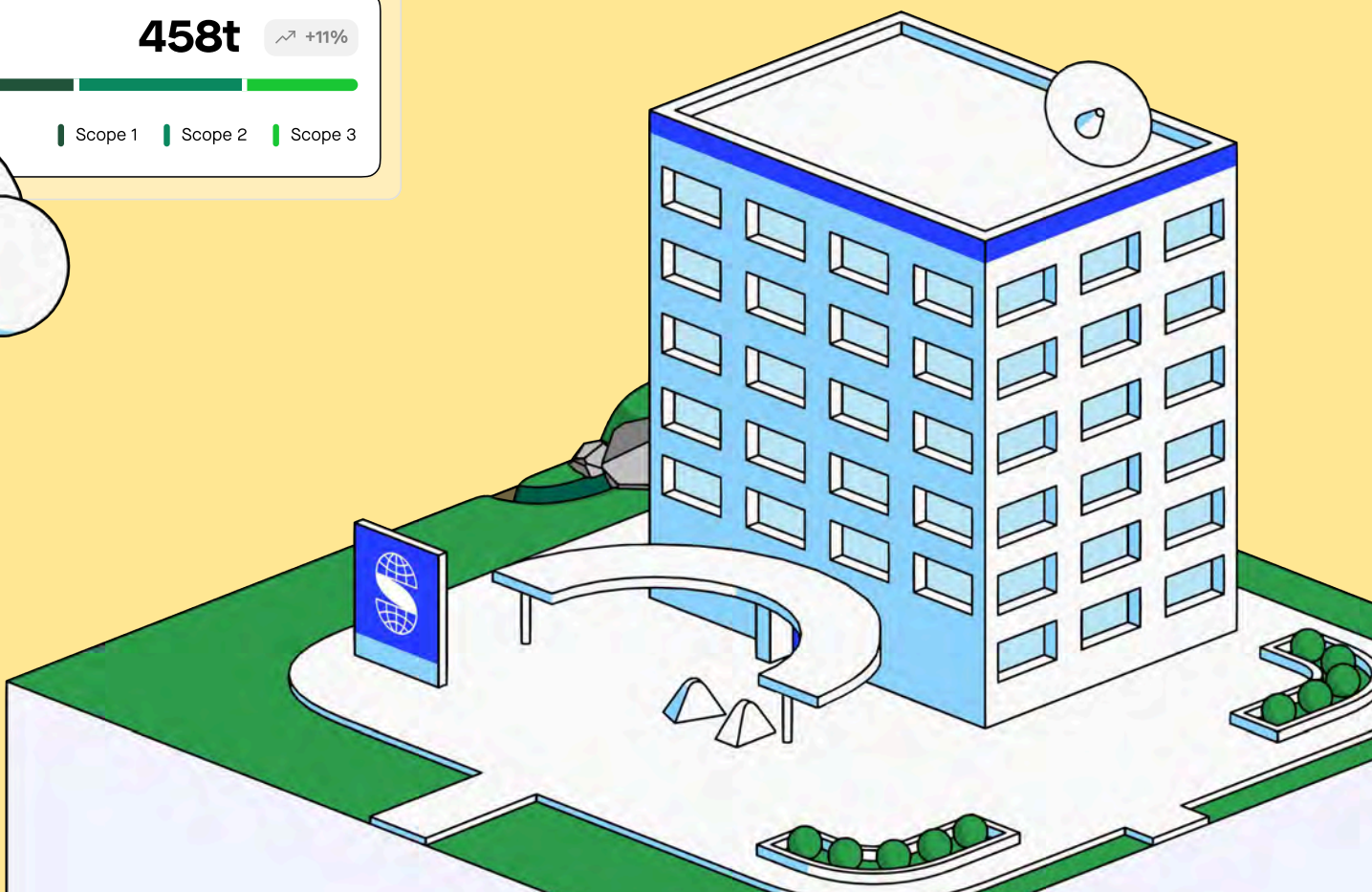
458t

↗️ +11%

Scope 1 | Scope 2 | Scope 3

DATA QUALITY

8



This guide is built especially for service organizations.

It will help you:

- ✓ Improve data accuracy and consistency, especially across suppliers and IT infrastructure
- ✓ Shift from spend-based proxies to activity-based calculations
- ✓ Stay ahead of evolving regulations
- ✓ Turn insights into meaningful action

And with real-world examples from service and mixed-sector companies that have faced these challenges, you'll gain clarity and confidence to map a path forward.

- 01 No perfect data? No problem. Start here.
- 02 Using spend-based data
- 03 Build maturity with activity-based data
- 04 Mastering your value chain data
- 05 Comply with key legislation
- 06 Building your transition plan

Trusted by



swisscom



**TRAVEL+
LEISURE**

bolttech

Questel

swile



01 No perfect data? No problem. Start here.

Carbon accounting can feel overwhelming for service firms – whether you run a SaaS platform, consultancy, law firm, or financial services business. Many worry their data isn't complete or precise enough. The truth is: **no one starts with perfect data.** What matters is **raising your data maturity over time.**

According to Morgan Stanley, 88% of companies globally now view sustainability as a long-term value driver. For service firms, where much of your footprint comes from your supply chains, travel, and digital infrastructure, getting control of that data can unlock real financial upside.

02 Using spend-based data

A great first step in carbon accounting is using **spend-based data**, which estimates emissions by applying industry-standard emission factors to financial transactions.

This means you can start calculating your footprint based on how much you spend in different areas—like electricity, travel, and materials—without needing detailed activity records.

Why use spend-based data?

- ✓ **Quick and easy** – Uses existing financial data, so no need to track every activity
- ✓ **Helps identify hotspots** – Gives a rough idea of your biggest emission sources
- ✓ **Builds a baseline** – Helps you measure progress as you refine your data

Real-world examples

A **tech company** without detailed travel records used its **spend on flights and hotels** to estimate business travel emissions. Later, they worked with travel providers to collect more accurate flight distance data.

A **telecoms provider** started by calculating emissions from **office electricity bills based on total spend**. Over time, they transitioned to tracking actual kWh usage for more precise reporting.

Selecting the right emission indicator

Emission indicators are metrics used to measure greenhouse gas (GHG) emissions across different activities. They work by applying emission factors—for example:

- **Flights:** kg CO₂ per mile flown
- **Electricity:** kg CO₂ per kWh used
- **Raw materials:** kg CO₂ per ton purchased

By understanding these indicators, businesses can track emissions over time, compare performance, and refine their carbon reduction strategies.

03 Build maturity with activity- based data

Once you've established a baseline with **spend-based data**, the next step is to improve accuracy by shifting to **activity-based data**.

This method uses actual usage data—such as liters of fuel burned, kilometers traveled, or kWh consumed—to calculate emissions, providing a more accurate measure than financial estimates.

Why use activity-based data?

- ✓ **Greater accuracy** – Uses real-world figures instead of industry averages
- ✓ **Regulatory compliance** – Meets stricter reporting requirements for ESG regulations
- ✓ **Better decision-making** – Enables more precise carbon reduction strategies

The activity-based data uses actual usage data to calculate emissions, providing a more accurate measure than financial estimates.

Example calculations using activity-based data

1. Fuel consumption (business travel)

Suppose your company used 500 liters of diesel fuel for transportation. To calculate the emissions, you multiply the liters by the emissions factor for diesel (typically around 2.68 kg CO₂ per liter):

$$500 \text{ liters} \times 2.68 \text{ kg CO}_2/\text{liter} = 1,340 \text{ kg CO}_2$$

This gives you the total emissions for the fuel used in business travel.

2. Electricity consumption (office energy)

If your office consumed 10,000 kWh of electricity during the year and your local grid's emissions factor is 0.3 kg CO₂ per kWh, you can calculate the emissions from electricity use:

$$10,000 \text{ kWh} \times 0.3 \text{ kg CO}_2/\text{kWh} = 3,000 \text{ kg CO}_2$$

This gives you the total emissions from electricity usage in your office.

3. Supply chain emissions (raw materials)

If your company purchased 50 tons of steel and the emissions factor for steel production is 1.8 tons of CO₂ per ton of steel, you can calculate the emissions from the steel purchased:

$$50 \text{ tons} \times 1.8 \text{ tons CO}_2/\text{ton} = 90 \text{ tons CO}_2$$

This gives you the total emissions from your raw material purchases.

04 Mastering your value chain data

Mapping your value chain contributors

Before you can take action, it's essential to have a clear understanding of your supply chain. Mapping your supply chain contributors will give you a comprehensive view of the activities, processes, and systems involved, allowing you to identify where emissions are most concentrated.

- **Identify key suppliers:** Understand which suppliers contribute the most to your carbon footprint.
- **Visualize the supply chain:** Create a visual map to clarify what data you need from each supplier.
- **Establish a baseline:** Use the data available to create a baseline measurement of your emissions.

This initial mapping step is vital for determining where your greatest opportunities for improvement lie and will guide your engagement strategy with suppliers.

Collecting accurate data from suppliers

Once you have a clear picture of your supply chain, the next step is to collect accurate data. Focus on the suppliers that have the greatest impact, as they will be the most important to engage in your emissions reduction efforts.

Use the 80-20 rule:

- **Prioritize the top 20% of suppliers:** These suppliers are likely responsible for 80% of your emissions.
- **Simplify the data collection process:** Make it as easy as possible for your suppliers to provide the necessary data.

Tools for data collection:

- **Automate where possible:** Provide tools, such as Sweep, for your procurement and sustainability teams to streamline data collection.
- **Send surveys:** Encourage suppliers to submit data through user-friendly surveys, especially for missing information.

80-20

Prioritize the top 20% of suppliers. These suppliers are likely responsible for 80% of your emissions.

Setting targets and measuring progress

Once you've gathered initial data, it's time to set clear targets and track your progress toward achieving them.

- **Set science-based targets:** Align your targets with global climate goals, like the Paris Agreement.
- **Monitor regularly:** Regularly assess your progress to ensure that your targets are being met.
- **Engage suppliers in target-setting:** Work with your suppliers to help them set their own emissions targets, aligning with your goals.

Tracking progress on a regular basis will help you stay on top of your emissions and take corrective action as needed.



Case study

Swisscom's carbon accounting evolution

Challenge

Swisscom, Switzerland's leading telecoms provider, set an ambitious goal to reach **Net Zero by 2035** across Scopes 1, 2, and 3.

Most of its footprint comes from Scope 3 emissions across a network of more than 3,000 suppliers.

Relying on spreadsheets and inconsistent estimates made it difficult to ensure data quality or model reduction scenarios, while varying levels of carbon literacy added further complexity.

Solution

Swisscom adopted **Sweep's carbon management platform** to replace manual spreadsheets and centralise all emissions data.

The team integrated historical supplier data and used spend-based estimates to build a baseline, then transitioned to activity-based accounting via **Sweep's Supply Chain module**.

This improved accuracy, streamlined collaboration, and enabled simulations to prioritise the most effective reduction initiatives.

Results

- ✓ 1 million tCO₂e avoided annually by lowering emissions for Swisscom customers
- ✓ On track for Net Zero by 2035 across Scopes 1, 2 and 3
- ✓ Cutting emissions faster than the SBTi 1.5 °C pathway
- ✓ Greater granularity and visibility into Scope 3 supplier data with Sweep

Key takeaway

You don't need perfect data to start. Begin with what you have and refine over time.

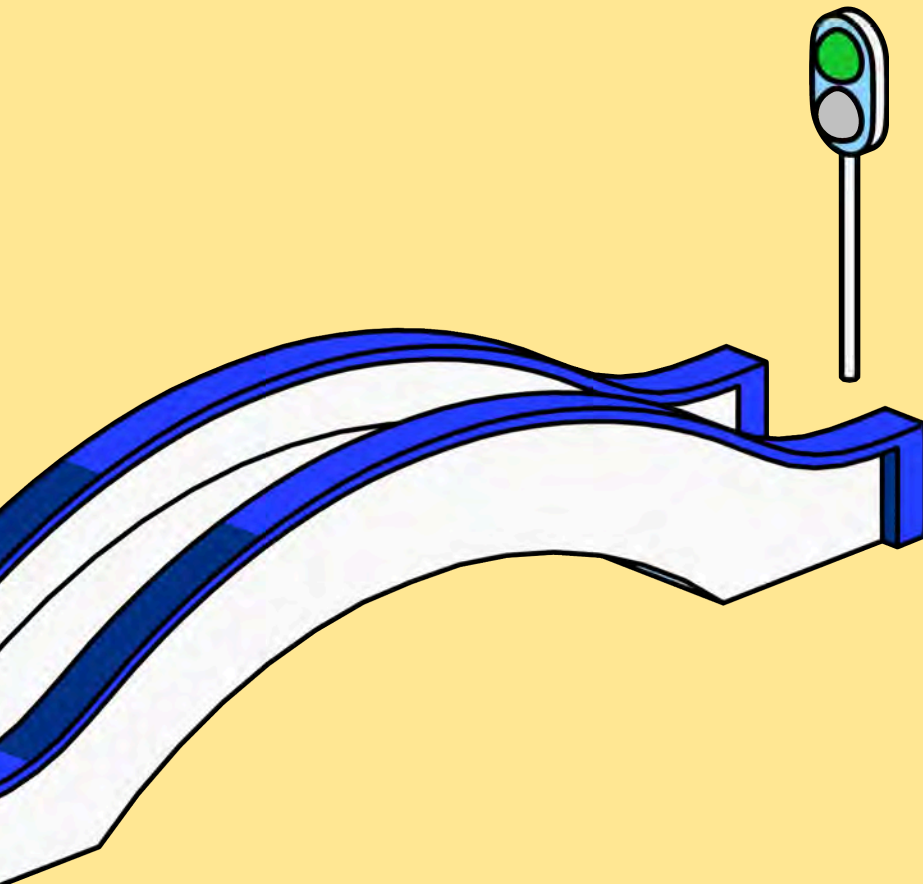


“With Sweep, we can model reduction initiatives and decide which measures to prioritise.

It gives us a solid, evidence-based roadmap to reach our climate targets — and the flexibility to adapt as our data evolves.”

Res Witschi

Delegate for Sustainable Digitalization,
Swisscom



05 Comply with key legislation

Data is at the core of complying with both mandatory regulations and voluntary reporting frameworks. While each framework varies in scope and structure, they all share a common requirement: accurate and reliable data. Whether it's for carbon emissions, energy usage, or supply chain transparency, businesses need to collect and manage data to meet regulatory demands. From mandatory disclosures required by governments to voluntary frameworks like the CDP, having a solid data foundation is essential for reporting on sustainability practices.

Mandatory ESG reporting frameworks

EU: CSRD and SFDR

In the European Union, two major frameworks govern sustainability reporting: the Corporate Sustainability Reporting Directive (CSRD) and the Sustainable Finance Disclosure Regulation (SFDR).

The **CSRD** requires large businesses to disclose their ESG performance, including detailed information on carbon emissions, energy consumption, and social impacts. The CSRD mandates that companies report on Scope 1, Scope 2, and Scope 3 emissions, as well as details on governance, business strategy, and environmental risks. While the CSRD focuses on large companies, its impact extends to the supply chain, requiring businesses to track their suppliers' sustainability data as well.

The **Sustainable Finance Disclosure Regulation (SFDR)** focuses on financial institutions and investment firms, mandating that they disclose how their investments align with sustainability criteria. The SFDR requires detailed data on the environmental impact of investments, including carbon intensity and greenhouse gas (GHG) emissions.



UK: SECR

In the UK, the **Streamlined Energy and Carbon Reporting (SECR)** framework requires companies to report on their energy usage and carbon emissions. Companies that meet specific thresholds, such as energy consumption or business turnover, must disclose their carbon footprint, including Scope 1 (direct emissions) and Scope 2 (indirect emissions) from electricity. While SECR is not as extensive as the CSRD, it is a mandatory framework for many UK-based companies.



US: California Laws

In the United States, several states like California have their own regulations, such as the California Climate Disclosure Law, which mandates additional climate-related reporting for large businesses. California requires companies to disclose GHG emissions, energy consumption, and the climate risks they face within their operations.



Voluntary ESG reporting frameworks

Voluntary reporting frameworks, like the CDP and GRI, allow companies to go beyond legal compliance and demonstrate their commitment to sustainability. While not legally binding, these frameworks help businesses enhance ESG reporting, engage stakeholders, and build credibility. The CDP, for example, focuses on carbon footprint, water usage, and supply chain sustainability, while the GRI provides guidelines for reporting on a broad range of ESG issues. Many investors and customers view participation in these frameworks as a sign of a company's dedication to environmental and social responsibility.

Upload your data once – use it everywhere

The good news is that much of the data required by various ESG regulations overlaps. For example, both the CSRD and SECR require carbon emissions and energy usage data.

This is where ESG software can make a significant difference.

Sweep allows you to upload your data once and use it across all relevant frameworks, reducing duplication and ensuring consistency. ESG platforms streamline the data collection, management, and reporting process, allowing you to meet compliance requirements for multiple regulations with minimal effort. By centralizing your data, you ensure that it remains accurate, transparent, and ready for review at any time.



“If you’re not strong on sustainability, you won’t win the deal. ESG data is now central to how companies compete.”

Jérémie Joos

Partner, Head of ESG Center of Excellence
KPMG



06 Building your transition plan

By this stage, you've learned how to collect and refine your carbon data, navigate different calculation methods, and ensure compliance with key regulations. But data alone isn't enough. The real challenge—and opportunity—lies in using this information to drive meaningful change.

A strong transition plan doesn't just help you meet compliance requirements—it positions your business for resilience, efficiency, and growth in a low-carbon economy.

In this chapter, we'll explore how to turn carbon data into a clear, actionable strategy. From setting science-based targets to engaging stakeholders and securing investment, we'll break down the key steps to building a transition plan that delivers real impact.

Building your transition plan

Developing an effective climate transition plan requires a structured approach. The following steps can help organizations create a climate transition plan that meets regulatory and investor expectations.

1. Engage key stakeholders

A transition plan is not just a sustainability document—it is a strategic business tool that requires input from key stakeholders across the company. Engaging executives, finance teams, legal departments, and supply chain managers ensures that the plan is integrated into core business operations.

2. Define clear transition goals

A strong transition plan should include measurable climate transition goals, such as:

- Reducing greenhouse gas emissions across Scope 1, 2, and 3
- Investing in renewable energy and energy efficiency improvements
- Strengthening supply chain resilience to address climate variability
- Setting clear targets helps businesses stay on track and demonstrate progress in their climate transition journey.

3. Integrate with business strategy

A transition plan must align with financial planning and risk management. Companies should assess:

- How climate risks impact their financial stability
- Whether business expansion plans align with climate transition goals
- Opportunities for innovation in response to climate models and regulatory shifts

By embedding climate related financial disclosures into corporate strategy, businesses can enhance transparency and accountability.

4. Structure the transition document effectively

A well-organized transition document should include:

- An executive summary outlining key climate transition goals
- A detailed roadmap explaining how the company will reduce greenhouse gas emissions
- Governance and oversight structures to ensure accountability
- Metrics and performance indicators for tracking progress

The Transition Plan Taskforce recommends using clear and structured reporting formats to improve accessibility for investors, regulators, and other key stakeholders.

Put your transition plan into action

A climate transition plan is more than a document—it is a strategic tool that guides a company’s evolution toward a low-carbon economy. By this stage, you’ve learned how to develop a credible transition plan by embedding it within your business strategy, setting clear, science-based targets, and ensuring strong governance and accountability. The challenge now is to move from planning to execution.

Securing leadership alignment

The first step is securing leadership alignment and integrating the transition plan into core business decision-making. A well-structured plan is only effective if it has buy-in from executives, investors, and key stakeholders. Climate governance mechanisms—such as board-level oversight and climate-linked incentives—must be in place to drive meaningful change. Without clear accountability, even the most ambitious plans risk becoming empty commitments.

Identify and prioritize key transition initiatives

Once leadership is aligned, companies must identify and prioritize key transition initiatives. This means translating long-term net-zero targets into immediate, actionable steps. Companies should assess the financial implications of each initiative, allocate resources effectively, and integrate milestones into existing corporate strategies. Successful transition plans align with financial planning and risk management, ensuring that climate action is not seen as an isolated sustainability effort but as a core component of business resilience.

Transition plans must be dynamic, adapting to new data, evolving regulations and shifts in the business landscape.

Establish reporting and monitoring

A strong reporting and monitoring framework is essential to track progress and maintain credibility. Transition plans must be dynamic, adapting to new data, evolving regulations, and shifts in the business landscape. Companies should establish clear performance indicators, report on progress at regular intervals, and remain transparent about any adjustments to their strategy. By aligning disclosures with established frameworks—such as the ISSB, TCFD, or the UK’s Transition Plan Taskforce—businesses can ensure compliance while reinforcing investor confidence.

Secure investment for successful implementation

Finally, the ability to secure investment will determine whether a transition plan can be successfully implemented. Investors are increasingly scrutinizing companies’ climate strategies, expecting clear, financially sound roadmaps for decarbonization. Businesses must effectively communicate how their transition plan mitigates risk, enhances long-term value, and aligns with global climate goals. Accessing green finance, sustainability-linked loans, or investor-backed transition funds can provide the capital needed to accelerate action.

Evolving the transition plan over time

Transition plans are not static—they must evolve alongside regulatory developments, business priorities, and climate science. Regular reviews, scenario analysis, and stakeholder engagement ensure that companies stay ahead of emerging risks and opportunities. By embedding climate considerations into every aspect of decision-making, businesses can not only meet compliance requirements but also position themselves as leaders in the transition to a sustainable economy.

Navigating decarbonization for future success

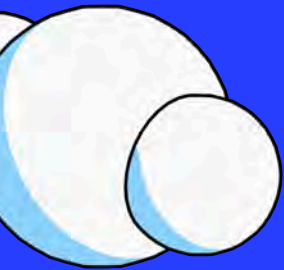
Embarking on your decarbonization journey may feel like a challenge, but the benefits are significant. Beyond meeting regulatory requirements, you'll unlock cost savings, enhance operational efficiency, boost corporate reputation, and elevate stakeholder satisfaction. Actively engaging in the sustainability movement opens doors to valuable networks, shared knowledge, and goodwill, positioning you on the right side of history.

Ready to get started?

We're here to support you at every step. And your suppliers can get started for free!

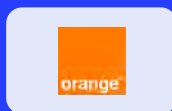
Our free plan lets companies measure their emissions in Sweep – so you can invite all your suppliers. And once their measurements are in our platform, we can help them get further along their own carbon track.

[Get in touch today.](#)



“Sweep stood out among 22 sustainability software vendors, including major global players. They won because they were simply the best.”

Christel Heydemann
CEO, Orange



SWEEP

The leading sustainability data management platform.
sweep.net

[Book a demo →](#)

