

November 2016

Human rights principle

Assessment, Policy and Goals

KGH actively supports the Universal Declaration of Human Rights. KGH has implemented a Staff Policy and is committed to ensuring that all our employees are treated fairly and with respect. In the ongoing work related to further integration of the words of the Declaration of Human Rights into all of our different policies in order for the connection between our commitment to the principles of UN Global Compact and the policy objectives to become even more obvious will continue.

Implementation

A Diversity and Equality Work Policy that support the Human rights and also has a grievance mechanism in place to handle problems experienced in the work place is implemented. The work place policies are communicated in particular to all new employees directly when they are hired from their nearest manager and also through an internal module based education program. One of these modules is carried out from the management team so that all new employees will get the same knowledge base all over the company.

Explicitly mentioned is that the KGH Group shall facilitate for its employees to combine their employment and parental responsibilities. Information about operations is communicated to employees that are on parental leave and they are also invited to join work related activities for continued participation.

Updated version of this year's KGH Code of Conduct was revived and published both on our intranet and web.

Because of big growth in our company there has become a need to strengthen our HR organization and we have hired a new HR Director to secure and develop our work with staff related questions.

Measurement of Outcomes

KGH monitors the outcome of the working groups in each location/office and addresses their suggestions for improvement regarding human rights related issues. In the past year KGH has not been subject to any investigations, legal cases or incidents involving Human Rights violations.

Labour

Assessment, Policy and Goals

KGH supports the ILO Core Conventions and will not do business with any organization that uses forced or child labor. The principles of UN Global Compact are presently further promoted within the areas of in particular Labor and Anti-Corruption to further highlight the connection between them, the policies and operational work. All KGH employees are issued with a contract of employment which clearly states their terms and conditions including pay rates and other issues related to the employment. The national legislation on Freedom of Association in the work place is enforced and monitored by HR for continued compliance. Staffs are given online intranet access to information about KGH work policies as well as to protocols and minutes of the cooperation and interaction between the union(s) and the company. The members of our Management Team do regularly post information on our Intranet for increased transparency and continued employee inclusion.

KGH Group has a common intranet for the whole group, all countries and companies within the group, which gives us a platform for the communication concerning the 10 principles of the UN Global Compact. In addition to the intranet our Compliance department is carrying out an audit program where one part in the program ensure that the actual site is following our policies and routines.

Implementation

Staff is encouraged to engage in their health and KGH contributes with an amount per year to each person individually to spend on wellness such as massage, gym memberships and similar of own preference. The actual amount differs slightly between countries due to national tax regulations. KGH also sponsors registration fees to leisure runs and similar events.

Since January 2016, we are sharing the UN Global Compact Bulletin via our intranet to make it available for all employees. Presentation of the main areas in UN Global Compact – Human rights, Labour, Environment and Anti-corruption, have been presented on our intranet with description of each area together with examples of what kind of actions we are doing within each area.

During spring did our dCEO have dialog meetings with the staff in our different regions to present the situation and coming challenges.

Measurement of Outcomes

Every year the Diversity and Gender Plan is revised and the efforts made evaluated. The gender balance has improved during 2016 with 57 % women (2015 – 58 % women) as a result of active implementation of the plan. The latest review also showed no pay differentials based on gender. KGH has not been involved in any investigations, legal cases or other relevant events related to the contravention of the Global Compact Labor principles.

Environment

Assessment, Policy and Goals

KGH is committed to improving the environment in which it operates implementing different policies on the subjects related to sustainability. The work with an Environmental Policy containing measurable targets that focusses on the implementation of the Global Compact environmental principles continues. We continue to improve our ESG-initiative (Environmental, Social and corporate Governance) with KPI:s that is presented in the board report each quarter. The KPI:s that we measure and follow up is within the areas: Governance, Health and wellbeing of staff, Community program and Use of office material.

Implementation

The local working groups are initiatives that bring sustainability and the focus on environment to an everyday practical level. In some offices employees are partaking in recycling schemes concerning toners, paper and other consumables and the promotion of this continues within the KGH Group.

Our workplaces have a double computer screen system in order to reduce the number of printed documents.

We have started to use refillable water bottles in our conference rooms in order to minimize the use of bottled water.

We are buying organic fruit to our offices where it is possible.

Meetings via Lync/Skype have resulted in less travelling.

Measurement of Outcomes

KGH conducts a confidential employee satisfaction survey which addresses areas related to environment. The survey results are communicated transparently and potential improvement suggestions are discussed with the trade unions and at senior management level prior to implementation.

The internal auditors and controllers continue to monitor key performance indexes related to environment such as paper consumption and energy consumption and the results are addressed on management as well as on employee level.

Human Resources monitor and follow up sickness absence on a monthly basis and as a part of that process seek to identify any correlations to environment that can be addressed. During 2016 no such correlations have been identified.

We have contributed with an amount to UNICEF-Oral Rehydration Solutions, a rehydration solution that quickly and effectively cure dehydration and save children's lives. KGH has also done voluntary work at a home for disabled persons.

KGH in Sweden and Norway have during the year been pilots in a project to evaluate an implementation of Agerus, who offers a range of digital tools for the development of performance, efficiency and health. This project will be evaluated and the result will be indicative for our continued work.

Anti Corruption

Assessment, Policy and Goals

KGH actively supports the UN Convention against Corruption and will not participate in any corruption, bribery or extortion. The Policy of Business Ethics as well as the Entertainment and Sponsor Policies are tools in place to further advance transparency and the zero tolerance on bribery, extortion and corruption. KGH actively cooperates with Customs Agencies in countries of operation and implements a Customs Policy guiding the interaction between KGH Customs and the Clients in order to fight crime and corrupt behavior. KGH actively cooperates with Customs Agencies using MoUs in countries where this is possible. An internal e-learning program about Anti Bribery & Corruption is mandatory for all employees to prevent any undesired or even criminal behavior.

Implementation

The policies on ethics and related Anti-Corruption have together with other policies related to the UN Global Compact principles been made part of the welcoming package to new employees that they need to read and sign off as having read. External consultants that are to work with KGH are introduced with a welcome package including our stand and measures on Anti-Corruption. The e-learning about Anti Bribery & Corruption is mandatory for all new employees to prevent any undesired or even criminal behavior.

As we are within the Customs area it is also important for us to be approved as an Authorized Economic Operator (AEO). During 2016 we have renewed some of our AEO-certificates and in Germany the ISO9000 certification.

We have added a whistleblower function in our intranet. Via this function is it possible to anonymous report suspicions of crime.

New external partners get a Due Diligence and all partners get a yearly summary of their DD where it is possible to update with new information,

Measurement of Outcomes

KGH uses the Internal Auditors and Controllers to identify any spurious payments that could be related to bribery or corrupt behavior. KGH Group has not been involved in any legal cases, rulings or other events related to corruption and bribery.