

## 2.1 HARTMANNS' SUPPORTS THE UNITED NATION'S GLOBAL COMPACT

Hartmanns declares its full support to the UN Global Compact.

Prior to the response of this RFP, Hartmanns has furthermore applied for membership/ registered us by submitting our "Letter of Commitment" to "UN Global Compact".

In the following we have pasted the confirmation from the UN Global Compact Office, received the 29.04.09:

Dear Ms. Ravn,

The UN Global Compact welcomes your organization's intention to become a participant in our global corporate citizenship initiative.

This communication acknowledges the receipt of a Letter of Commitment from Hartmanns plc.. Following review of the information submitted, we will contact you regarding your organization's engagement in the Global Compact.

Sincerely,

The Global Compact Office

United Nations Global Compact

Two United Nations Plaza

New York, NY 10017

Email: [globalcompact@un.org](mailto:globalcompact@un.org)

Website: [www.unglobalcompact.org](http://www.unglobalcompact.org)

By that Hartmanns declares that it will live by the following 10 principles:

### **Human Rights**

- 1: Hartmanns support and respect the protection of internationally proclaimed human rights; and
- 2: we make sure that we are not complicit in human rights abuses.

### **Labour Standards**

- 3: Hartmanns uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4: Hartmanns supports 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: Hartmanns support a precautionary approach to environmental challenges;
- 8: Hartmanns undertake initiatives to promote greater environmental responsibility; and
- 9: encourage the development and diffusion of environmentally friendly technologies.

## **Anti-Corruption**

10: Hartmanns work against corruption in all its forms, including extortion and bribery.

## **2.2 SOCIAL RESPONSIBILITY AND VALUES AT HARTMANNS:**

Hartmanns' social responsibility is also reflected in the first of Hartmanns four overall goals/visions:

**1) Hartmanns wants to be an outstanding company in two respects:**

- Financial performance**
- Human/ethics performance**

This vision was already formulated in the year 2004.

Our other three visions are:

- 2) Hartmanns wants at least to be among the top five players in DK on core markets.
- 3) Hartmanns wants to be acknowledged as the leading “opinion-led company” on core markets.
- 4) Hartmanns wants to get awarded by “Great places to work”.

### **2.2.1 VALUE-BASED MANAGEMENT**

Hartmanns practises a system of value-based management.

We laid down our values together in 2001, and have since then applied them to three main areas:

- Our customers and partners
- Our candidates
- Internal

Our values have become an integral part of our internal processes, recruitment, interviews and decision-making process.

Hartmanns is an “opinion-led company” – and we expect our customers to live up to our ethical standards, values and attitudes – and that our partnerships with customers are subject to the values we list below.

We define our values as:

#### **Mutual respect:**

We believe in respect for individuals, and treat all our candidates as equals.

We believe that everyone HAS something to contribute to the job market we are part of, regardless of background, ethnicity, age, culture, sex or social standing.

We believe that everyone MUST contribute to the job market we are part of.

We expect our working relationships to be based on mutual respect.

#### **Partnering:**

We want to be a true partner to our candidates and customers, and believe that partnerships sharing knowledge create results.

We want to be a loyal sparring partner in good times and bad.

Good internal cooperation creates results for our customers.

#### **Creating results:**

Our goal in any relationship and assignment is to create results for our customers and candidates.

As such, it is our duty to turn down assignments if we believe our clients are able to achieve a better result using others.

We will achieve the goals we set ourselves with respect to all individuals.

We believe that competent and quality-conscious personnel are essential to be able to achieve results.

### **Innovation:**

Our personnel are expected to think 'out of the box' when it comes to creating results for our customers.

We believe that personal freedom encourages commitment, optimism and innovation.

We work with a flat organisational structure that supports flexibility and new ideas.

Our goal is to be a trendsetter in our industry for personnel and jobs.

## **2.2.2 SOCIAL RESPONSIBILITY AND ETHICAL GUIDELINES**

Hartmanns believes that as a recruitment company, we have a major responsibility for an expansive and varied job market. As such, it is our duty to evaluate candidates with no regard to their ethnic background, social standing, political views, sex or age.

Hartmanns applies this policy towards its customers and own personnel, where we emphasise a wide spread of expertise.

Hartmanns has been a member of the voluntary organisation Netværk Storkøbenhavn "Socialt Ansvar" (network Greater Copenhagen, social responsibility) since 2002. A network of private and public companies working towards greater awareness of social responsibility in business life.

Hartmanns has worked closely with organisations such as local authorities on projects designed to help the unemployed get back onto the job market, including refugees and immigrants.

Hartmanns expects its customers and partners to represent, and reflect the same attitudes towards an expansive and varied job market.

## **2.2.3 EMPLOYEES, DIVERSITY AND SOCIAL RESPONSIBILITY**

Hartmanns today consists of 110 qualified staff who, upon hiring, have all signed a declaration to adhere to our internal policies, including our written policy for diversity and social responsibility. This policy is also published in our internal staff handbook and our Intranet:

### **DIVERSITY AT HARTMANNS:**

Hartmanns' employees range from the ages of 19-68.

There is an equal distribution of men and women on all levels of the company, including the managerial level.

Hartmanns typically has two trainees on staff at a time.

About 5% of our staff has a non-Danish ethnic background.

Hartmanns regularly has candidates in traineeships, staff on wage subsidies and/or flexible jobs for people with a reduced ability to work.

- *The view of Hartmanns is that, as second actor, temp agency and recruitment partner, we must reflect the job market in which we work. Thus, it is a part of Hartmanns' staff policy to reflect diversity:*
- *Hartmanns view is that, as a recruitment company, we have a significant shared responsibility for the open and diverse labour market.*
- *Thus, it is our duty to work with candidates without regard to their ethnic background, social circumstances, political views, gender and age.*
- *Hartmanns practices these views in relation to our customers as well as our staff, where we emphasise a*

*broad distribution of competencies.*

- *Since 2002, Hartmanns has been a member of the voluntary “Greater Copenhagen Social Responsibility Network”, a network of private and public companies that works to promote social responsibility in the business community.*

## **2.3 HARTMANNS’ SOCIAL RESPONSIBILITY IN RELATION TO THE CLIMATE AND ENVIRONMENT**

In accordance with its signing of the UN Global Compact, Hartmanns pledges to protect nature, the climate and the environment, so that societal development can be carried out sustainably and with respect for the living conditions of humans and the conservation of animal and plant species.

### **2.3.1 ABOUT HARTMANNS AND THE CLIMATE AND ENVIRONMENT:**

Hartmanns has a written environmental policy:

#### **ENVIRONMENTAL POLICY**

Hartmanns strives to work for a better environment and working environment and will grant environmental, health and safety considerations the highest priority in our decision making processes.

We will take into consideration environmental protection and the working environment for the benefit of our employees, customers, candidates, partners and our surrounding community. We see employees as our most important resource.

This means that we:

- Ensure that our managers assume responsibility for the environment and working environment and, in collaboration with the safety organisation, ensure that working environment considerations are integrated into our daily work.
- Continually work on environmental and working environment improvements.
- Train and motivate our staff to assume responsibility and act in relation to issues that affect our colleagues’ and customers’ safety.
- Adhere to laws, permit regulations and the requirements of public authorities.
- Openly discuss our environmental and working environment policy and efforts.

Hartmanns founded its safety organisation in 2007.

### **2.3.2 SAFETY INFORMATION/COMMUNICATION**

Information is distributed via safety bulletin boards in each division, as well as via the Intranet. To make the information as accessible as possible and to avoid unnecessary time consumption in connection with searching for information, the bulletin boards will contain all relevant information. It is possible to suggest safety, working environment and environmental improvements on the safety bulletin boards.

### **2.3.3 WORKPLACE RISK ASSESSMENT (WPV):**

All safety representatives have completed/passed the working environment course required by law (previously known as the §9 course).

Then, a workplace risk assessment is performed, in which all staff take an electronic survey that is used as the basis for individual improvement initiatives. WPV is a 3-year process which, in principle, is ongoing and is intended to

secure an optimal working environment. The WPV showed a generally positive view of the physical and mental working environment.

### **2.3.4 ENVIRONMENTAL CONDITIONS**

As mentioned previously, Hartmanns and our activities do not make a significant impact on the environment. However, environmental conditions are an important issue and our influence on the environment is continually examined and discussed.

We have identified our primary sources of pollution as follows:

- CO2 emissions – from computers, electrical installations and company cars
- Paper waste – from normal office operations and non-digital use of documents
- Recycling of computers, monitors and servers

Hartmanns has taken the following specific environmental initiatives:

- An ongoing replacement of computers with thin clients and parachutes, thereby reducing our electricity consumption significantly. Hartmanns had in 2006 a total of 580 computers, of which 380 were thin clients. In 2011 Hartmanns has 850 computers of which 845 are thin clients.
- Since December 2006, all computers in all of Hartmanns' divisions have been shut down centrally at 19:00. Thus, our equipment does not run all night long.
- Since 2006, all newly purchased IT equipment has fulfilled EU requirements for environmental waste.
- Used paper is sorted in separate waste bins for recycling.
- Work is being done to implement a procedure to significantly reduce our consumption of paper.

## **2.4 FURTHER WORK IN RELATION TO THE UN GLOBAL COMPACT:**

As with the previous topic, a large share of the 10 principles are already an integrated part of Hartmann's everyday work, not least because of the long-standing cooperation with the Danish state and municipalities, as well as membership of the Greater Copenhagen Social Responsibility Network since 2002.

After signing the Global Compact, Hartmanns will continue its work in the following three primary areas:

1. To the degree deemed expedient, we will revise our business operations so that the Global Compact principles become a part of the strategy and everyday activities. In fact, Hartmanns already operates in accordance with all of the Global Compact's principles and must now simply elaborate on these principles in its future strategy.
2. We will promote the Global Compact principles publically via press releases, presentations, website, etc. Within a short time, Hartmanns will publically announce its support of the Global Compact principles on our website, in addition to broadly incorporating communication of the principles in our external communications.
3. We will describe how Hartmanns operates according to the principles of the Global Compact in practice, via the progress report entitled "Communication and Progress", which will be submitted no later than two years after joining and then once annually thereafter. We have already established a working group for this project, with Executive Secretary Nina Cordth serving as Project Manager.