

# **DANOFFICE IT**

## **COMMUNICATIONS ON PROGRESS (COP) 2013**

### **The United Nations Global Compact**



**WE SUPPORT**



# Danoffice IT - in brief

**Danoffice IT provides professional and efficient IT & IS turnkey solutions to international organizations and businesses operating worldwide.**

With Danoffice IT **one-stop-shopping platform with professional brands, certified personnel, services we can** assist customers' HQ or it's local country offices, **anytime and anywhere.**

Danoffice IT elaborates on more than 18 years of experience on exclusively supplying and servicing IT & IS equipment to **International Organizations, Governmental and Non-Governmental Organizations** and Business-to-Business partners operating worldwide. **We are especially proud of having United Nations and World Bank as customers.**

Danoffice IT excels in **covering all areas of IT & IS solutions**, from desktops, laptops, servers, blade & storage, networking, Cloud computing, print management, maintenance or staff training.

**We cooperate very closely with our clients**, not only while selecting the equipment, but throughout the entire process, **from analyzing needs, supplying and installing** the most efficient turnkey solution to offering a number of valuable after sales services. A holistic approach which in the end should bring value to the customer business and return on investment.

Today Danoffice IT provides professional IT services and solutions to more than **250 organizations in over 163 countries.**

Danoffice IT is a recognized brand to multinational organizations and corporations who need a **true global IT partner, supporting any need wherever it may be. In our 2012 customer survey "98% of our clients said they would recommend Danoffice IT to colleagues and partners"**

**Danoffice IT serves hundreds of international humanitarian organizations** operating cross-border, often in developing countries and remote locations. Hence, we have designed our **logo to represent two hands embracing the entire World for a better future. We believe "IT makes a difference".**



Submitted, January 18th 2013 by:

Per E.E. Svehag, eMBA  
President & Partner

# Communications on progress - content

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# Corporate Social Responsibility (CSR) & Global Compact initiative

The 6th of June 2007, **Danoffice IT joined the UN Global Compact** which is the **world's largest sustainability & citizenship initiative**. A network-based initiative with the Global Compact Office and six UN agencies at its core. **The Global Compact involves all relevant social actors:** companies, whose actions it seeks to influence; governments, labour, civil society organizations, and the United Nations as an authoritative convener and facilitator.

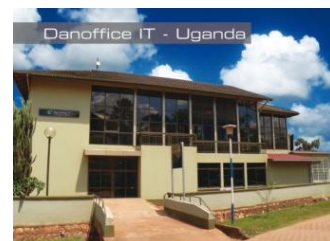
**The UN Global Compact state ten principles** based on a universal consensus about what comprehensive CSR ought to contain. **All 10 principles are part of the Danoffice IT policies** and have been so for some years. With the UN Global Compact initiative **we have increased our focus on CSR** and feel proud and humble to be member of an organization **whose mission it is to create a world where nature and people live in peace and harmony**.

An organization where committed partners recognize, **that if we really wish to make the world a better place we need to start with ourselves**.



We all have a responsibility for the environment and for looking after each other, but **as an international company with influence and means we carry an even greater responsibility than the ordinary man**. **Danoffice IT is devoted in making UN Global Compact a success** and alongside with other dedicated members, strive to create awareness and set new standards for good governance.

Danoffice IT wishes to demonstrate our continuing commitment by documenting our progresses made on the ten principles in an annual Communication On Progress (COP) report. **The ten CSR principles have been integrated in all organizational levels from strategic, to tactical to operational level**. Our COP report will communicate the progresses made to the international society for documentation and inspiration. Danoffice IT COP 2013 report is a part of the "Statutory Statement of Corporate Social Responsibility (CSR) to the annual report for 2012, cf. the Danish Financial Statement Act, § 99a."



# Danoffice IT Communications On Progress (COP) 2013

Being part of the global society, Danoffice IT believes it is important to have an active Corporate Social Responsibility policy and operating according to the values we believe in. Our CSR and progresses on the subject are communicated to our partners and staff through company staff manual, posters placed within our premises and on the Danoffice IT corporate web site: [www.danoffice.com](http://www.danoffice.com).

## Human Rights:

**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights.

All human beings are born free and equal in dignity and rights. We shall respect all people regardless of nationality, race, religion, class or political opinions. Danoffice IT intends to **promote social interaction** between people and cultures and aim at a **mix organizational culture**.

**Principle 2:** Businesses should make sure that they are not complicit in human rights abuses.

- Danoffice IT makes sure that all goods we deliver fully respect **export licenses** and legal requirements. Within 2012, we have increased our workforce on this topic. Therefore, we strive to serve United States Bureau of Industry and Security goal of protecting the World against proliferation of Weapons for Mass Destruction. Doing so, we contribute even more to the **“fight against terror”** to build a safer world.
- **Danoffice IT supports all human and legal rights**, at a national level and within international law and only accept partners who do the same.
- Danoffice IT is a responsible company which **tries to help others**. So, we make annual **donations** of equipment or contributions to **humanitarian organizations** who work for the improvement of life quality. **In 2012, employees have chosen to run for the children’s hospital in Odense, Denmark.** Thanks to their efforts, Danoffice IT has donated computers, a printer and a projector **improving Children daily life** and enabling them to keep contact with family and friends via Skype and play games.

## Labour standards:

Danoffice IT aspires to be a dependable partner who always acts responsibly, honestly and fairly, whether dealing with colleagues, customers, vendors, investors or competitors.

**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

- **Danoffice IT workers have the right to be members of trade unions**, collective bargaining **and to strike if necessary**. Trade unions can assist with negotiation of wages, work rules, complaint procedures, rules governing hiring, contract termination and promotion of workers, benefits, workplace safety and policies.
- **The Danoffice IT staff has a representative who works as a contact person between employees and management** and whose mission it is to ensure that all labour standards are fulfilled and that all employees have a contact person to turn to for ideas for improvement of health or safety conditions.
- **We constantly implement new policies and standards to create a safe, likeable and motivating physical workplace**. Since 2009, we have implemented a healthy diet program in our canteen following the **World Health Organization recommendations on healthy diet** to maintain health and prevent risk of obesity, heart disease and diabetes. The diet program is combined with a company sports club.
- Danoffice IT has a **work-life balance policy** encouraging flexible working hours and tolerance for personal and family issues and or needs.

# Great Place To Work initiative

During Fall 2012, Danoffice IT participated in the exciting "Great Place To Work" initiative including **in depth surveys, culture analysis, employee feedback and satisfaction questionnaire** followed by an achievement and assessment conference - with great success!

## Achievements and survey:

Our main goal was to gain an in depth knowledge of what our employees are thinking, doing, believing and achieving in their every day balanced work-life.

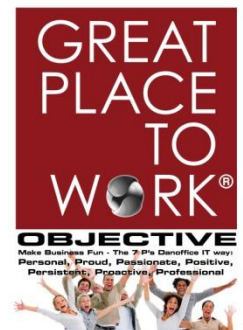
We completed Employee Trust Surveys and Culture Assessment analysis tests and received very positive results throughout all country offices, disregarding official managerial and employee assignments, roles or job titles.

**We are proud of being awarded the 40<sup>th</sup> best employer in Denmark and 5<sup>th</sup> within the IT sector.**

In light of the survey, questionnaires and feedback **we have developed individual training programs, competence programs** and aided the possibilities to achieve more and be more in the workplace. On basis of many employee satisfaction statements we have added alleviation days to conform to illness and child care which we believe to be of big significance for a balanced work-life environment.

## Next Steps:

Our next step is to pursue the "Great Place To Work" initiative in the years to come. **Our aim is to understand and learn.** We want to improve with a solid foundation and with purpose. **Our passion for our workplace comes from our employees.** Each and every person in our company is an invaluable asset who reminds everyone — partners, colleagues and customers — that we work and perform via our **Danoffice IT 7-P system:**



• **Personal** • **Proud** • **Passionate** • **Positive** • **Persistent** • **Proactive** • **Professional** •





As an evidence of Danoffice IT efforts towards employee satisfaction, we have created **cARPE dIEM as an association for all employees**, where we arrange social and educational events after working hours. The cARPE dIEM association is **addressing and working with issues which reinforces and supports cultural differences** and promotes the understanding and diversity of the international world we live in.

**Principle 4: Elimination of all forms of forced and compulsory labour**

**Danoffice IT does not use any form of forced or compulsory labour nor do we accept partners who do.** Vendors, partners and clients have to confirm the same behavioural policy before a cooperation and future Business endeavor can take place.

**Principle 5: Effective abolition of child labour**

**Danoffice IT does not use child labour nor do we accept partners who encourage the means of child labour.** The Danoffice IT labour policy is not to employ any in our organization under the age of 16 or to have partners that are engaged in child labour in any form.

**Principle 6: Elimination of discrimination in respect of employment and occupation**

**With presence in Europe, Africa and USA**, our HR department constantly strives at building a **workforce with balance of nationality, sex, race, religion, class and political opinions**. Our latest analysis in 2012 showed a good balance between the groups. All employees receive equal conditions and equal rights, regardless of the physical location.

**Danoffice IT contributes to employment** while partnering with two non-for-profit organizations - Lab4Tech and IT Academy - to offer high quality service to our customer, a major United Nations specialized agency. These two organizations aim at training, adapting, and specializing unemployed IT staff.

**Environment:**

**Mother Earth is a wonderful place**, which we must guard and hand over to the future generations with care. **Environmental friendly practice is also about business efficiency** – it's about optimal usage of valuable raw Materials. This gives through everyone's participation to sustainable policies and business processes.

**Principle 7: Businesses should support a precautionary approach to environmental challenges**

Danoffice IT only works with internationally recognized vendors with environmental friendly policies.

**Principle 8: Undertake initiatives to promote greater environmental responsibility**



- Since 2009 Danoffice IT has implemented the **“Protect Mother Earth” recycling program**. In partnership with our United Nations customers and our vendors, we collect used toners and cartridges from missions all over the World and recycle them in Europe. Our combined efforts have reached 17 000 units collected so far and counting .
- Danoffice IT has an **environmental friendly packing policy**: we pack consignments to reduce weight and volume to a minimum, recycle what is possible and destroy waste in environmental friendly conditions.
- **All packaging materials are 100% bio-degradable**,
- It is in our nature to **save energy via responsible use of energy efficient appliances**, conforming to the latest standards of energy efficiency. We use low Watt LED bulbs for indoor and outdoor lighting.

**Principle 9:** Encourage the development and diffusion of environmentally friendly technologies

**Danoffice IT encourages** its clients to look at the Total Cost of Ownership (TCO) as well as **Total Impact on Environment (TIE)**. A **cost saving solution** combined with a green solution with **minimum environmental impact**. We always strive at a TCO/TIE solution with low power consumption, minimum of consumables, best quality and longest sustainable lifespan.

#### **Anti-corruption:**

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

**Danoffice IT promotes a steadfast zero tolerance policy against corruption** in all its forms, including extortion and bribery. Corruption is damaging for the world growth and creates yet a bigger gap between rich and poor. Any **Danoffice IT employee** is obliged by code of ethics, **to immediately report any suspicious conduct**, corruptive communiqué or malign rule or transaction linked with corruption, to closest work-parent, manager and or top management.

“Danoffice IT Corporate Social Responsibility program is built on our corporate shared Values, and the commitment of our employees and shareholders to live those core Values. With our CSR program we wish to be responsible for the impact our activities have on colleagues, partners, clients and communities around the world.

Our membership and support of “The Global Compact” is a part of our CSR program and the Communications on Progress (COP) ensure transparency on what we do, how we operate and how we invest. The COP drive us to perform with the highest standards of good governance and ethics through all products and services.”

Per E.E. Svehag, eMBA  
President & Partner

