

# UN Global Compact

communication on progress 2013



# Table of Contents

Message from the CEO .....	3
About us in brief.....	4
Scope.....	4
UN Global Compacts 10 principals.....	5
Progress on key targets.....	6
Social Sustainability.....	8
Environmental Sustainability.....	11
Economic Sustainability.....	14

# Message from the CEO

It is my pleasure to present Møbeltransport Danmark's first Communication on Progress report, which shows our support and commitment to the 10 UN Global Compact principles.

Møbeltransport Danmark manages its business in a profitable and sustainable manner, and we are committed to comply with applicable national legislation, and internationally recognized ethical guidelines and conventions, such as Global Compacts ten principles.

As Danmark's largest moving- and relocation company, we acknowledge our responsibility for the society in which we operate. Where there is a natural connection with our core competences and business area, we wish to act voluntarily and proactively in protecting our employees, society and the environment at large. In 2012 we therefore formulated Møbeltransport Danmark's first CSR policy, based on our commitment to our employees' health and safety, to reducing air emissions to our surrounding environment and using our core competences and logistic skills to benefit society at large.



Our CSR policy was further endorsed in September 2012, when our environmental management system proudly became certified as ISO 14001 compliant by DS Certificering. We furthermore plan to integrate our environmental management system into an ISO 9001 quality system, which will also support our international FIDI-FAIM certificate - a quality assurance for the international moving industry approved by Ernst & Young.

Getting a third party to evaluate our environmental and quality management systems is an effective way to demonstrate to our customers and society at large, that we are a transparent and reliable company, who constantly seek to improve our business practices. This is important, as our customers demand for reassurance of our business conduct has become even greater in recent years, which has led us to systematize and document our work processes. At the same time we are encouraged to become even better at identifying areas of improvement, measure our performance and report on our results.

2012 was a year with many new initiatives for Møbeltransport Danmark. We launched Møbeltransport Danmark's new international brand Aspire Mobility, we acquired the Danish company Windum and opened a Swedish affiliate, Aspire Mobility AB.

As our business activities expand, so does our corporate responsibility and in the coming years we therefore seek to implement our management system and policies in our affiliates as well. During 2013 we plan to make further progress in regards to implementing our code of conduct, which is currently being documented. Our code of conduct will represent a strict set of ethical values to guide us in our business operations and is based on the ten principles of the UN Global Compact regarding people, planet and profit.

**Niels Bach**  
CEO

## About us in brief

### Companies in the Group are:

Møbeltransport Danmark A/S	The main operating entity in the Group, and here under also our international brand Aspire Mobility.
Reloc A/S	Providing relocation advisory services for Danish corporate clients.
Aspire Mobility AB	Sweden, our Swedish branch of Aspire Mobility.
Scan Transport S.L.	Spain, providing our European transport solutions.
Lyngby flytteforretning	Specializing in private moves within Denmark.
Windum	Denmark, specializing in commercial transport.

All above companies are managed and owned by Bach Salicath Danmark A/S

Møbeltransport Danmark can be traced back to 1879 and is today Denmark's largest moving and relocation Company. With offices in Denmark's four largest urban areas and several affiliates in Denmark, Sweden and Spain, we can provide a wide range of services within the moving and relocation industry, globally as well as locally.

Our international brand, Aspire Mobility, annually helps more than 2.500 families and corporate employees move to new homes worldwide. We also assist the families through the whole relocation and settling-in process, including applying for visas and residence permits, finding a new home, a school for the kids or obtaining knowledge about the new residences public services, health care system and culture.

Nationally, Møbeltransport Danmark is the largest provider of logistics of fine art transport. We are also recognized for our extensive expertise in planning and carrying out office relocations and domicile changes. We specialize in helping customers with everything from interior design drawings, IT cabling, internal rotations and storage of household goods. Additionally, we offer quality moves of private households anywhere in Denmark.

## Scope

Conducting our business in a responsible and ethical manner has always been part of Møbeltransport Danmark's culture. However, last year we adopted a more strategic approach to Corporate Social Responsibility, by documenting policies, targeting our efforts and measuring and reporting on our progress.

Møbeltransport Danmark's efforts and initiatives have first of all been implemented in all national offices. This Communication on progress therefore applies for Møbeltransport Danmark's four offices in Copenhagen, Aarhus, Odense and Aalborg, our Aspire Mobility brand and our affiliates Reloc A/S and Lyngby flytteforretning, as they are residents in the same office buildings. All of these departments and affiliates will be collectively referred to as Møbeltransport Danmark throughout this report. It is Møbeltransport Danmark intent to further implement our overall CSR management system in our other affiliated companies.

The following report will describe Møbeltransport Danmark's top priorities for action and provide information on our performance in 2012. Our challenges and opportunities along with our objectives for the future are furthermore described.

# UN Global Compacts 10 principals

UN Global compact is a United Nations initiative that encourages businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation.

Møbeltransport Danmark joined the UN global Compact in July 2012, thereby committing us to annually report on our progress in relation to UN Global Compacts 10 principles regarding human rights, labour, the environment and anti-corruption. These areas are also referred to as People, Planet and Profit.

The rest of the report will first present an overview of all our commitments, actions and results in regard to the all principles under People, planet and profit. The report will hereafter further describe all of Møbeltransport Danmark's initiatives under Social sustainability, Environmental sustainability and Economic sustainability.

## Human Rights

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

## Labour

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labour;
- Principle 5: the effective abolition of child labour; and
- Principle 6: the elimination of discrimination in respect of employment and occupation.

## Environment

- Principle 7: Businesses should support a precautionary approach to environmental challenges;
- Principle 8: undertake initiatives to promote greater environmental responsibility; and
- Principle 9: encourage the development and diffusion of environmentally friendly technologies.

## Anti-Corruption

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

## Progress on key targets

Møbeltransport Danmark joined the UN Global Compact in 2012 and is committed to continuous implementation of the ten principles covering the areas of human rights, labour, environment and anti-corruption. Our commitment is affirmed in our CSR policy and in our code of conduct, which will be implemented during 2013.

The table below presents an overview of Møbeltransport Danmark's key targets in relation to the UN Global Compact's principles and outlines how we have performed in 2012 in meeting these targets. Our actions and targets will be further explained through the rest of this communication on progress.

UNGC Principal	Our commitments	System	Action and implementation	Status/ result
<b>People (principal 1-6)</b>	Ensuring continuous improvement in employee satisfaction and motivation	HR	Update of our Employee manual	Ongoing
		HR	Re-asses all employee jobdescriptions	In progress
		HR	Conduct a comprehensive Workplace assessment	In progress
	Ensuring employee health and safety	HR	Offer all employees health insurance	In progress
		Emergency plan	Conduct a fire drill annually	Ongoing
		Emergency plan	Buy two defibrillators for two largest offices.	Completed
		Emergency plan	Train those employees in using the defibrillators.	Ongoing
		Safety committee	Keep all first aid equipment up to date	Ongoing
		HR	Offer all employees a discount on fitness subscriptions	Ongoing
	Use our core competences to benefit society at large	CSR	We support the non-governmental organization Globe Town with collection, storage and transport of music equipment and sportswear for children and young people in Africa.	Ongoing

UNGC Principal	Our commitments	System	Action and implementation	Status/ result
Planet (principles 7-9)	Reduction of CO2 emissions	ISO 14001	Set up a fuel consumption measurement system for each vehicle	Ongoing
		ISO 14001	Give all drivers an Eco-driving techniques course	In progress
		ISO 14001	Reduce our fuel consumption by 5% in 2013 and 2014.	Ongoing
	Improved energy efficiency	ISO 14001	Monthly reporting on all offices energy consumption.	Ongoing
		ISO 14001-	Develop and implement a strategy for saving energy on light bulbs	Completed
		ISO 14001	Measuring our buildings quality in relation to energy consumption	In progress
	Responsible waste handling	ISO 14001	Responsible handling of waste herunder also our customer's waste	Ongoing
		ISO 14001	Re-use of packing materials	Ongoing
		National department	Facilitate donation of customer's disposed furniture to organisations	Ongoing
	Become a paperless office	Business system	Implementation of our business system ReloAssist which has moved our international department closer to becoming paperless	Ongoing
		ISO 14001	Optimization of our collection of used paper for recycling	Ongoing
		ISO 14001	Installation of a printer option where codes control when and where a document should be printed, to minimize misprints.	In progress
Profit (principle 10)	Preventing fraud and corruption	Business Code of conduct	Prepare and implement a Business code of conduct for all our employees	In progress
		Supplier code of conduct	Conduct a supplier code of conduct and implement it in the national and international department	In progress

# Social Sustainability

Møbeltransport Danmark support and respects internationally proclaimed human rights as well as ILO's eight core conventions in all our operations and works towards eliminating any human rights violations from Møbeltransport Danmark's business activities. As a large player in our industry, we have an obligation to advocate for compliance in all our departments. We furthermore recognize and value that an inclusive, safe and healthy work environment creates a dedication and commitment from our employees.

## Labour rights

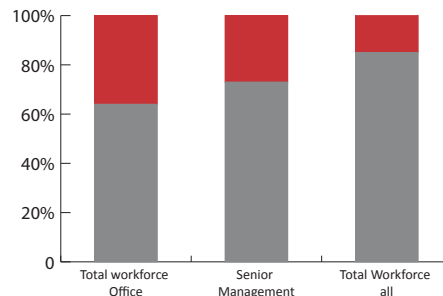
An inclusive environment is important to Møbeltransport Danmark and we therefore strive to develop a workplace that offers our employees the best conditions, regardless of gender, ethnicity, skin colour, religion or faith, political beliefs, sexual orientation, age, disability, nationality or educational background.

Møbeltransport Danmark is known for having a tolerant working environment that is built on mutual respect and has a zero tolerance approach towards bullying and harassment. This was also emphasized in the article that the Danish Employers' Union of Transport and Logistics, ATL, wrote in March 2013 about Møbeltransport Danmark's social responsibility and our diverse workforce. Møbeltransport Danmark is proud of our inclusive work culture and our diversity in gender ratio, age differentiation and employment according to individual needs and abilities.

The moving and relocation industry has always been characterized as male dominant, especially in relation to moving staff. This is also evident from our gender ratio schema, from where women only represent 15% of the overall workforce. These conditions aren't likely to change, as it is rarely women

who seek moving staff positions, however, we do have a fair distribution in gender ratio in amongst our office staff, and in senior management.

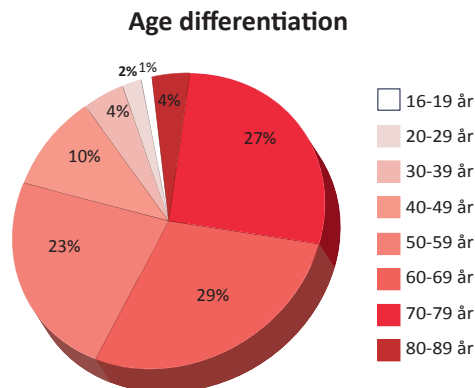
**Gender Ratio**



Møbeltransport Danmark's working environment is also characterized by a large differentiation in age and employment types. We have several trainees and apprentices in different departments, who will rotate between different job areas so they can learn several aspects of the business and students who support their education with a part time position within our organisation to gain work experience. In 2013 we will also have a Danish apprentice abroad in our Spanish affiliate. Furthermore, we have several employees who, due to illnesses or other reasons, work part time or on flexible hours; we also provide temporary employment for those people who would like to test their work abilities after a longer period of illness. Last but not least, we have several retired employees, who have worked for the company for many years, who still help out in the company from time to time.



A large number of students and trainees, along with several retired personnel still working at our office, create a large diverse workforce with employees of all ages, as the table below shows.



## Workplace quality

As a service provider, our ability to attract, retain and develop the right skills is a critical factor for our success. Møbeltransport Danmark therefore seeks to provide its employees with attractive benefits and to create commitment and motivation, through a balanced focus between performance and well-being. We acknowledge that developing and retaining motivated and goal oriented employees are important contributors in reaching and achieving the company's business goals.

Møbeltransport Danmark offers all employees health insurance, which entitle them to the best and fastest medical treatment. Furthermore, to enhance the health and wellbeing of our employees, we offer discount on fitness subscriptions and have a summerhouse available for vacation rent.

Møbeltransport Danmark has always been blessed with a committed and engaged workforce, which has enabled us to keep a relatively low employee turnover rate. To express our appreciation, we offer anniversary bonuses to employees who have shown their commitment to our company for several years. By striving towards ensuring good working conditions for all employees and to be an exemplary employer, we aim to continuously attract and retain competent and ambitious employees.

One of the challenges of the moving industry is seasonable periods where demands for services are higher than in other periods. This affects the working environment for our employees, which we try to address by hiring third party providers and offering compensation to those employees who wish to work overtime or who agree to postpone their vacations to a less busy period in compliance with local legislation.

During 2013 and further on into 2014 it is Møbeltransport Danmark's goal to re-assess all sections and policies in our employee handbook and all employees' job descriptions. We believe that targeted policies and dialogue about each employee's area of responsibility will ensure a good working climate and job satisfaction for the individual employee in Møbeltransport Danmark. Furthermore, we will conduct a comprehensive workplace assessment in the last part of 2013, to assess employees overall opinion about our working environment. From the results we will hereafter priorities areas and targets for action.

## Health and safety

Creating and continuously controlling and developing a safe working environment is a key priority for Møbeltransport Danmark. This is evident from our CSR policy where it is clearly stated that it is company policy to:

“... maintain high standards for employee safety, through continuous improvement of safety measures and training and prevention of workplace injuries and accidents.”

All work-related incidents, along with health and safety issues, are discussed and reviewed during our health and safety committee meetings. It is thereafter assessed what measures should be taken to prevent future injuries and if more health and safety training is required.

	work-related accidents	Sick days due to work-related accidents
<b>2011</b>	<b>11</b>	<b>71</b>
<b>2012</b>	<b>12</b>	<b>253</b>

In our line of business, accidents may happen and keeping a safe and responsible work environment for our employees on a daily basis is therefore a key priority for Møbeltransport Danmark. In 2012 we had considerable higher number of sick days due to work-related accidents in 2012, than 2011, as the table shows. This is primarily attributed to accidents which required two employees to stay at home for several months. Both accidents have been assessed on the health and safety committee

meetings and measures have been taken to prevent accidents of a similar nature occurring again.

To us, actively managing health and safety risks means regularly ensuring that our employees have the right information, training and equipment specific to their job area. All of our fire prevention equipment is annually tested and all employees in Copenhagen and Aarhus participate in fire drills on a yearly basis to ensure, that in the event of fire, everyone knows their designated responsibilities and will react in an effective and orderly manner.

The first couple of minutes when someone suffers from a cardiac arrest are vital and in 2012 Møbeltransport Danmark therefore invested in two defibrillators for Copenhagen and Aarhus, our two largest offices. Therefore, 76 of our employees have received training in using the defibrillators, to ensure that they have the proper knowledge and are ready to act in case of an emergency, whether it is a colleague or a person outside of our company who needs help.

Because we are in the transportation industry, accidents can not only happen within our office and terminal buildings, but anywhere our staff drive or work. We have therefore equipped not only all of our office buildings, but also all vehicles with first aid kits, which is controlled and updated annually. Furthermore, all drivers attend a first aid course every fifth year, so they can react and provide lifesaving first aid if they should witness or be involved in a traffic accident.

# Environmental Sustainability

Protecting the environment around us has always been of high priority to Møbeltransport Danmark. However, in 2012 we decided to adopt a more systematic approach to environmental management, and concentrate our efforts on reducing emissions and resource consumption and optimizing our recycling process.

## Environmental management

During 2012, Møbeltransport Danmark started implementing an effective ISO 14001 environmental management system to constantly control our activities, processes and competences towards an improved environmental performance. Our management system is regularly reviewed by our environmental committee and annually audited by the accredited Danish certification company DS Certificering.



ENVIRONMENTAL SYSTEM

DS/EN  
ISO 14001

The environmental committee consists of managers from different departments and offices in Møbeltransport Danmark, who are responsible for implementation, communication and monitoring of our environmental

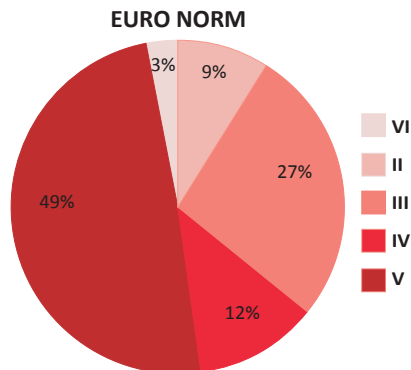
performance, within their respective departments. On a daily basis the environmental committee thereby ensures that environmental initiatives are embedded in all our processes and that employees' environmental awareness are raised throughout the organization. The committee regularly meets to share best practices and explore opportunities for improvement of the overall system.

Because our environmental management system is relatively new, our first priority, besides setting objectives and verifying our compliance with national and local regulations, has been to increase the measurability of our conduct, so our environmental progress can be monitored, compared, documented and reported. Increasing the measurability of our performance enables us to better prioritise objectives and make any necessary adjustments along the way, to ensure that we meet our goals and continuously improve our environmental impact.

## Fuel efficiency

As a service provider in the transportation industry, our largest environmental footprint stems from our fuel consumption and vehicle emission control is therefore one of our primary priorities.

To reduce air emissions all of our trucks in our large fleet complies with Euro norm II or above and all trucks that are Euro norm II and III have been fitted with particle filters. Trucks that are Euro norm V are prioritized for international assignments, thereby reducing air emissions on long distance trips.



Controlling and reducing each vehicle's fuel consumption is an important environmental objective for Møbeltransport Danmark. With four offices in the largest urban areas of Denmark, we can cover all national customers within relatively short distances, which reduces our fuel consumption and air emissions. Constantly striving towards high utilization of our trucks capacity also reduces our environmental impact. Møbeltransport Danmark's fleet consists of trucks, trailers and vans in different sizes, which on national assignments enable us to choose the vehicles with the right capacity to any of our customers' needs and requirements.

On international assignments, Møbeltransport Danmark offers two service solutions to customers, a priority or a combination move. On a priority move, the customer chooses their moving date, whereas on a combination

move Møbeltransport Danmark schedules transportation of more than one shipment on each trip. 90-95% of our customers choose a combination move, which both benefits the customer economically and the environment in terms of reduction of air emissions per cubic meter transported, whilst our flexibility is increased and our resource consumption decreased.

Another key priority with regards to optimizing our vehicles fuel efficiency has been to establish a fuel consumption measurement system for each of Møbeltransport Danmark's vehicles, which enables us to assess how close or far we are from reaching our targets. Each vehicle's fuel efficiency is closely monitored and all of our drivers have been on a five day course in eco-driving to further enhance the distances of mileage driven pr. liter. The course incorporates lessons on eco-efficient driving techniques and is chosen as an additional course to the drivers' statutory EU education course, which all drivers have to attain every fifth year.

## Waste management and recycling

As a licensed waste carrier and waste collector, we acknowledge our responsibility to manage our waste along with our customers waste, responsibly. We therefore have several containers from where we sort our own waste along with customers waste, in terms of paper, cardboard, wood, steel and recyclable furniture. We also only use waste brokers that are licensed by the Danish Environmental protection agency, to ensure that all waste is handled properly.

The moving industry is heavily reliant on natural resources; in particular materials such as paper, cardboard, tape etc. for both office use and as packing materials. Our moving crew substitutes the use of plastic

materials with cardboard, where it is possible, and reuses all packing materials until the quality has been compromised, thereafter it is sorted for recycling. Our largest resource consumption in our offices is paper. However, Møbeltransport Danmark has, for the last couple of years, implemented effective business and management systems and optimized work processes, to move us closer to becoming a paperless office and we are still striving towards this goal.

Waste represents a large environmental issue in today's consumer society. As a waste carrier for large corporate customers, we take a responsibility by advising those of our customers who have a greater amount of usable furniture for disposal, to donate it to organizations or public institutions who can benefit from it. In this way, we help reduce waste while at the same time benefitting these organizations.

One of our largest purchases as a moving company is our moving boxes, and using sustainable material is therefore important to Møbeltransport Danmark.

Møbeltransport Danmark moving boxes consists of:

- 69% recycled FSC certified paper
- 31% wood from sustainable forestry in Sweden



# Economic Sustainability

Møbeltransport Danmark is a privately owned company who has always been proud to conduct our business in an economic, responsible and ethical manner and we are therefore known for being a trustworthy, transparent and responsible business partner.

Integrity is a key value in our internal and external business conduct and Møbeltransport Danmark therefore applies a zero-tolerance approach to corruption and bribery in all its forms, including extortion and facilitation payments. We are committed to comply with Global Compacts principal 10 along with local and international anti-corruption and bribery laws, both in our business and in relation to our customers and partners.

## Code of conduct

Møbeltransport Danmark is currently finalizing our code of conduct which will be implemented during 2013. The code will include a framework of company policies with regard to corruption and bribery and will outline how employees should manage any situation that may arise. The purpose of the code of conduct is therefore to serve as a useful reference guide for all employees and clearly state that Møbeltransport Danmark prohibits our employees from accepting or offering bribery of any kind.

By implementing a code of conduct, Møbeltransport Danmark seeks to continue to create a prosperous and profitable business, within an ethical framework.

## Suppliers

Møbeltransport Danmark wants a transparent and fair market and we therefore expect our suppliers to adhere to the same ethical conduct as we do. Our code of conduct will therefore be supported by a Supplier code of conduct.

The Supplier code of conduct will be implemented in continuation of our code of conduct and will first of all apply to all national suppliers. Denmark is amongst the countries in the world where corruption is least common, as Danish legislation is in line with the Council of Europe Convention on corruption and the OECD Convention on Combating Bribery of Foreign Public Officials in International Business Transactions. This is expressed in the notice of the Criminal Code, Act No. 1068 of 6 November 2008, §122, 144, 290, 299.2 and 306. However, our Supplier code of conduct addresses human and labor rights, as well as environmental requirements and sets demands that go further than compliance with local law and regulations.

Our international suppliers are, primarily, chosen on the basis of their membership in FIDI FAIM, which is a global alliance of independent quality international removal companies. It is a requirement in FAIM that certified companies have a formulated code of conduct and have communicated this code to its staff. As Møbeltransport Danmark primarily chooses international service providers that are FAIM certified, we can be certain that these suppliers have taken anticorruption measurements into consideration themselves and documented their ethical requirements. Our Supplier code of conduct will therefore initially apply to all non-certified destination service providers, when implemented.