

# Corporate Social Responsibility 2013



KONGELIG HOFLEVERANDØR

# NYBO

WORKWEAR SINCE 1962



## \* Workwear with a point of view

Nybo Workwear A/S (hereafter Nybo Workwear) is a family owned company. This means that we are owned by real people that have a daily involvement in the company. This has a huge impact on the way we run our business and implement our values. It is of utmost importance to us to value both responsibility and a solid bottom line equally.

We work with corporate social responsibility because of four main reasons:

1. We believe that we must behave decently in relation to other people - our own employees, our suppliers' employees, our customers, their customers and others we meet on our way.
2. We believe that we must focus on our environment and nature - we have a responsibility to pass it on in good condition for future generations.
3. We believe that decent behaviour and sound business are interdependent.
4. We appreciate that many of our customers focus on CSR and place high demands on us. These requirements we would like to meet.

### CONTINUED SUPPORT TO GLOBAL COMPACT

Nybo Workwear has been supporting the UN Global Compact since 2010. Together with our core values, these 10 principles form the basis for our holistic approach to CSR.

In 2013, we have conducted a structured process aiming at integrating CSR further into our business strategy. We have looked deeper into our potential risks and identified our most significant stakeholder. Furthermore, we have conducted a self assessment of processes and materials in order to prioritize those CSR activities that create most value to both our business and the society around us. These priorities are reflected in our report.

We are constantly setting new targets for improvement, and in 2014 we will further strengthen our partnership with our suppliers in Asia with the goal of enhancing responsibility in our supply chain.

### ABOUT OUR CSR REPORT

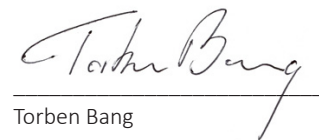
The purpose of our CSR reporting is to provide a comprehensive picture to our stakeholders on our CSR performance in 2013. Our CSR report form at the same time the obligatory Communication on Progress (COP) report to UN Global Compact.

The report covers our three locations: our headquarter in Viborg, Denmark and our two production facilities in Dobeles and Jelgava, Latvia.

In order to ensure a transparent, balanced and reasonable presentation of our CSR performance, we are inspired by general accepted reporting principles: Global Reporting Initiative ([www.gri.com](http://www.gri.com)).

As we will continue our strategic and systematic work with CSR, any constructive comment for further improvements are highly appreciated.

We hope you will enjoy reading it!

  
Torben Bang

CEO, Nybo Workwear A/S



## Company values

### Dynamics

In order to retain a solid platform in a changeable world we want to be an innovative, dynamic, and efficient company that inspires customers and colleagues in our industry.

### Passion

With equal parts competence, persistence, and enthusiasm we wish to deliver profitable solutions for the mutual benefit of our customers and ourselves.

### Credibility

Honesty and credibility must be our guidelines in everything we do.

### Quality

EDurable products is a key demand from our customers. We must adapt the highest possible standards of quality within all our activities.



# ✱ Purchase

## A trustful partnership is the key to responsible sourcing

We understand purchase as all sourcing activities related to procurement and supplier management at Nybo Workwear.

Nybo Workwear has main suppliers of textile distributed in Europe and Asia. Our European suppliers are all subject to strict European legislation and control. We have chosen to conduct an assesment of our Asian suppliers in order to ensure the highest possible level of CSR. As a consequence our key supplier in India holds a SA8000 certification.

In 2013 this supplier was certified with Fair Wear. Fair Wear Foundation is an independent, non-profit organization that works with companies and factories to improve labor conditions for garment work. This guarantees a high CSR standard.

Our focus is therefore to cooperate with our suppliers in China in order to ensure that they live up to our high standards concerning human rights, labour rights and environmental issues as well as quality and stable delivery.

### POLICIES AND STRATEGIES

Our ambition is to do business with suppliers who meet the same high standards with regards to quality, ethics, environment and security of supplies as we do ourselves. We only source from international recognized suppliers.

We believe that we achieve the best results through trustful partnerships striving for improvement in regards to human right, labour rights and environmental issues. Therefore, we are convinced that it is through a long-term partnership with our key suppliers that we achieve the best results. Regular visits in the places of production guarantee observance of the agreed conditions.

Nybo Workwear is a member of the trade association "Danish Fashion and Textile" that has developed a recognized code of conduct targeting suppliers named FairFashion. Our goal is to ensure that our suppliers live up to the standards similar to FairFashion.

### WHAT WE SAID IN 2013

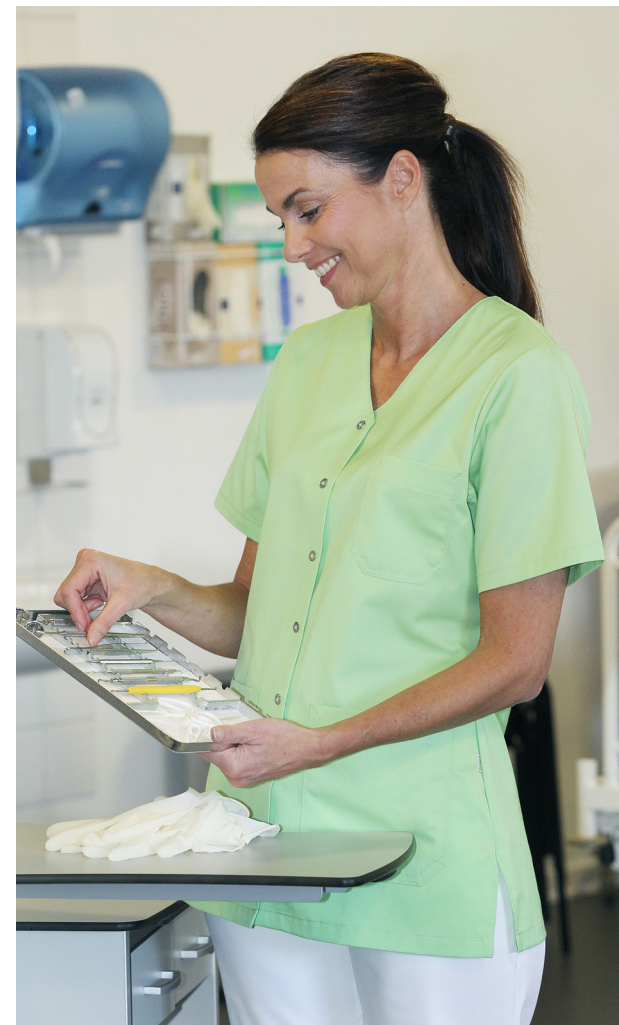
- All suppliers have documented that they handle substances according to the REACH Directive.

### WHAT WE ACHIEVED IN 2013

- All suppliers have conducted the Nybo Workwear self-assessment if they are not certified with SA 8000 or ISO 26000/DS49001.
- Our "old" suppliers all live up to our high standards for quality and responsibility.
- We have identified dissatisfactory conditions at our new Chinese supplier. Together, we have implemented a program to improve the sanitary conditions for employees and this has been improved.
- Our suppliers has documented that they handle substances according to the REACH Directive.

### WHAT IS NEXT FOR 2014

- If we identify any failings, we will agree on a plan of action within 6 months in order to ensure satisfactory improvements.
- All European suppliers with more than 500.000 Dkr. must sign the FairFashion Code of Conduct as an integrated part of the contract with Nybo Workwear. Asian suppliers with a purchase with more than 100.000 Dkr. are obliged to sign the FairFashion Code of Conduct as an integrated part of their contract as well as fill in the Nybo Workwear – self-assessment.





# ✱ Solutions

## High quality in everything we do

We understand “solutions” as our full assortment of products, processes, customer relations, and sales and marketing activities.

As a textile company our main impact on society is related to the quality and content of the products we sell. It means that our focus is constantly on environmentally friendly fabrics and accessories we use in our products.

### POLICIES AND STRATEGIES

Since the foundation of Nybo Workwear we have strived towards high quality in everything we do. We believe that quality and responsibility are interrelated.

We also believe that we have an obligation to develop innovative and environmentally friendly products which will be a benefit for all involved.

Nybo Workwear works only with experienced and international recognized sub-suppliers of raw material for industrial washable products. All specifications of fabrics and accessories are determined and controlled according to international standards regarding quality, environmental requirements and healthy working conditions. A continuous follow-up takes place regarding the fulfilment of the agreed demands and arrangements.

In our catalogues and on the web, we clearly indicate which certificates relate to each product. It assists our customers in making a responsible choice.

### WHAT WE SAID IN 2013

- We will continue to live up to our customers' demands concerning environmental and social irresponsible products and processes.
- We will continue to contribute to new innovative and environmentally friendly products.

### WHAT WE ACHIEVED IN 2013

- 95% of the raw material in our products is Oeko-Tex 100 certified
- In 2011/12, we developed new Tencel collections. <the use of <tencel instead of cotton clearly minimizes the use of clean water in the entire production chain from fibre to fabric. We see an increased interest in this new material.

### WHAT IS NEXT FOR 2014

- We will continue to live up to our customers' demands concerning environmental and social irresponsible products and processes.
- We will continue to contribute to new innovative and environmentally friendly solutions within fabrics, accessories, and finished oproducts.
- We will have more focus on our transport and follow our carbon footprint within this activity - our sea- and air freight from Far East suppliers.

## Nybo Workwear's garments meet the following standards

### ISO 15797

As one of the first in our industry, we use the international test standard ISO 15797. A carefull selection of raw material guarantee that Nybo products meet the requirements of industrial washing.

### Oeko-Tex Standard 100

If possible, we strive to buy fabrics and accessories that are Oeko-Tex Standard 100-certified. The scheme is the most common labelling for textiles in the world. The system checks content of harmful substances in textiles, and minimise the risk of user exposure to hazardous substances

### EU-Ecolabel

In our assortment you will find products that are EU-Ecolabel certified, the European environmental label, which is the guarantee of an environmentally friendly production. This label is awarded only to clothing, which is analysed from cradle-to-cradle. They have to meet strict demands to water consumption and use of chemicals.

### Bluesign Standard

A number of our products are based on fabrics which have achieved certification by Bluesign Standard. This ensures that production tkaes place with the utmost consideration for resource utilization, negative impact on air and water, health and consumer protection.



## Tencel and nature

TENCEL fibres are made of 100% organic eucalyptus wood, which has been harvested in a closed circuit without the influence of pesticides. The fibres are naturally clean. The production of Tencel is guaranteed free from hazardous substances and therefore the fibres are recognized as green and environmentally friendly.

TENCEL fibres are the strongest among the cellulose fibres, and this particular feature makes Tencel a super partner for work wear.

# \* Process

## Environmental precautions from the very beginning

We perceive “process” as all the internalised activities across our own company value chain, including production, logistics, properties and utilities.

Our facility in Viborg, Denmark is home of our administration and stock. Our environmental challenges are mainly related to our production facilities in Latvia. As a textile producing company our main task is to sew high quality work wear which means that we have no environmental issues related to hazardous waste and our water consumption is very limited.

### POLICIES AND STRATEGIES

We consider ourselves as an integrated part of our common environment. In spite of our modest size and position as a minor Danish player, we are determined to demonstrate our will to contribute to the preservation of our environment and resources.

In 1980, we decided to set up a wind turbine at our facility in Denmark and thus become self-sufficient in electricity. Our wind turbine produces 65,000 kW annually. We consume the majority internally, and the surplus we market to the local power plant.

We continued our recycling project of paper and plastic in cooperation with Zala Josta Ltd., which is a Latvian company caring for a clean Latvia. We collected and sorted all waste: paper, cartons and plastic and sold it for recycling. Our systematic work with recycling gave us the Zala Josta certificate, which certifies that our production site “Sia Nybo Dobeles” is environmentally friendly. We have a special focus on the end-to-end handling of cardboard boxes, as this is our main packaging consumption. All boxes are sorted, cleaned, pressed and recycled.

### WHAT WE SAID IN 2013

We want to continue reducing our energy consumption. Our next step is to look deeper into our future IT investment and to make energy use a parameter for the future choice of IT.

We continue to monitor and minimize our water consumption. The goal was to bring it back to 2011 level.

### WHAT WE ACHIEVED IN 2013

We did not manage to reduce our electricity consumption with 5% but only 0,5%. This small reduction is affected of less energy from our wind turbine. We have invested in new IT equipment, which use less energy, and we are sure that these savings will be seen in 2014. Our water consumption has been reduced with 18%. This is to our full satisfaction and it achieved our goals. We have made a new structure in our washing test in Latvia and this affects the water consumption in a positive way. In Viborg, we are less staff and this also affects this. We keep revision on our total recycling volume/amount. We brought 58,1 tons of material back to full recycling in 2013.

### WHAT IS NEXT FOR 2014

We want to continue reducing our energy consumption: Our goal is still to look at the future choice of hardware in IT and look at the use of light, which will give us a deduction of energy.

Our aim is to reduce our water consumption by 5%



## Environmental key figures

	Denmark (Viborg)	Latvia (Dobeles)	Total
<b>Energy consumption</b>	Electricity: 2.424 kWh	21.865 kWh	24.289 kWh
<b>Wind turbine – energy – sold</b>	Gas: 35.512 m3 989 kWh	8.050 m3 -	43,562 m3 989 kWh
<b>Water consumption</b>	150 m3	934 m3	1,084 m3
<b>Recycling</b>	8.38 tons	49.75 tons	58.13 tons



# ✱ People

## Good working conditions are key to success

We understand people as all activities related to managing and developing our employees. This includes a safe and healthy working environment, leadership and compliance with Nybo Workwear 's Code of Conduct.

Nybo Workwear employs 219 persons – 45 are working at the headquarter in Denmark and 174 are working at our two production facilities in Latvia.

### POLICIES AND STRATEGIES

We want to offer a desirable, developing and challenging place of work that is able to attract and retain quality-minded, well-qualified and passionate employees. We believe that our employees are the most important key to success.

We respect and live up to the national labour market laws in Denmark and Latvia including minimum wages, health and safety, working hours etc. All conditions regarding employees are described in detail in our Handbook for personnel. This is handed out to all employees and kept up-dated with all new guidelines for the company. With this we go further than the rather strict laws of labour and employee rights in Denmark and Lattvia. - and we also implement additional training, health insurance and personnel celebrations.

### WHAT WE SAID IN 2013

- We continue to deploy our staff procedures and politics as described in the Handbook for Personnel.
- We want to improve our data management on CSR to cover both Denmark and Latvia.
- We have zero tolerance when it comes to corruption.

### WHAT WE ACHIEVED IN 2013

- Continued English language training in Latvia.
- Continued systematic employee development dialogues for all employees in Denmark and all

managers in Latvia.

- Continued support of staff training, including access to free English training in Latvia. We also had English training for 1 person in Denmark and Danish training for 1 person in Germany.
- Conducted the BSCI self-assessment at our own facilities in Denmark and Latvia.
- Increased systematic documentation on health and safety issues in both Denmark and Latvia. We have implemented improved health conditions under the supervision of Danish and Latvian authorities e.g. first aid and defibrillator course for 80% of our staff in Danmark.
- Continued our cooperation with Viborg Municipality to include socially vulnerable citizens into our company. In 2013, we have 4 persons employed on special terms.
- In 2013 we offered our staff a health check and 90% of our staff did participate.
- We have formulated a policy on Anti-corruption policy.

### WHAT'S NEXT FOR 2014

- We want continuously to focus on improvement concerning health and safety among our employees. Our ambition is to grow in a responsible manner with respect for the well-being of our employees. The concern for our employees has always been at the heart of the Nybo Workwear company spirit.
- In Latvia we have started up a new project in our production which means that the working physical working environment is cleaner and the air contains much less textile fibres and dust.
- Our intention is to work with better planning in 2014 in order to decrease the use of overtime.



## Key figures regarding employees

	Denmark (Viborg)	Latvia (Dobele and Jelgava)	Total
<b>Employees</b>	45	174	219
<b>Blue collar</b>	7	147	154
<b>White collar</b>	38	27	65
<b>Sick leave (%)</b>	3,3	7,4	-
<b>Injuries</b>	0	1	1
<b>Employee Development Dialogue</b>	45	27	72
<b>Employees received training</b>	24	11	35
<b>Employees on special terms</b>	4	0	4

CSR Performance at Nybo Workwear A/S

	Subject	Objective	Result	Global Compact	GRI	Page
Purchase	Implementing Supplier Code of Conduct	All suppliers of fabrics and sewing sign supplier Code of Conduct.	Completed	All principles	General	4, 6,7
	Number of suppliers that has undergone screening REACH-Directive	All major suppliers in Asia must conduct our self-assessment.	Completed	All principles	General	4, 6,7
		All suppliers has to document that they live up to REACH Directive	Completed	All principles		4, 6,7
	Monitoring and improving supplier standards	Plan of action to be monitored within a 6 month period	Completed	All principles	General	4, 6, 7
Product and customers	Development of environmental friendly products		Our collection of environmental friendly Tencel products from 2011/2012 is still very new and we see more interest from our customers.	9		5
	Certifications: Oeko-Tex Standard 100, Eco-Label, Bluesign, ISO 15797	95% of our product is Oeko-Tex certified	95 %	9	PR3	5
Process	Electricity consumption	5 % reduction	0,5%	7	EN3	8
	Initiatives to reduce electricity consumption	Efficient use of windmill	2.424 kWh equals to 0,5 % reduction	7,8	EN5	8
	Total water consumption	Maintain 2011 level	18% reduction	7	EN8	8
	Recycling		58.13 tons	7,8	EN2	8
People and society	Diversity of workforce		Blue collar: 154 White collar: 65	1,2, 6	LA1	9
	Employee development	Access to English language training – LV Access to English/Danish language training – DK First aid training – DK	11 employees	1,2	LA10	9
			2 employees 33 employees			
	Access to labour unions	All employees	100 %	1,2,3	LA4	9
	Collective bargaining	All blue collar workers	100 %		LA 4	
	Wage level	Observe and respect national labour marked laws regarding minimum wage level	100 %	1,2,3	LA4	9
	Staff compensation	-	Pensions, health insurance, compensation on sick leave, pregnancy etc.	1,2	LA3	9
	Health and safety: 1. Rates of injury 2. Health programs 3. Sick leave 4. National laws on OHS	1. Zero injuries 2. Improve health programs 3. Reduction of sick leaves 4. Observe and respect national labour marked laws on OHS	1. 1 incidents during 2013 2. Health insurance, canteen, massage, first aid, defibrillator etc. 3. DK: 3,3 %; Latvia: 7,2 % 4. 100 %	1,2	LA7	9
	Number of employees on special terms	Contribute to an inclusive labour marked	4 employees on special terms	1,2, 6	LA13	9
	Implementation of Code of Conduct	Nybo Workwear’s companies in Denmark and Latvia must sign our Code of Conduct and Global Compact	Completed	All principles	General	2, 9

Nybo Workwear A/S in brief

Company name	Nybo Workwear A/S
Address	Industrivej 24 26 8800 Viborg DK-8800 Viborg Phone +45 8727 3000  E-mail: info@nybo.com
CVR nr.:	36 74 51 18
Locations of operations	Nybo Workwear A/S is headquartered in Viborg, Denmark. We have two production facilities in Latvia. The company is represented on all North European markets. Our customers consist of laundries and dealers of work wear.
Number of employees 2013	256
Contact person	Helle Nybo Holmberg Purchasing Manager, Part Owner +45 87273006  hnh@nybo.com
About Nybo Workwear A/S	Margit and Peder Nybo Jensen established Nybo Workwear A/S in 1962. The company is a family owned business. The management team consists of the next generation of the Nybo family together with Torben Bang appointed as CEO in 2012.  Nybo Workwear A/S offers a broad assortment of fashionable work wear. for users within Health & Care, Gastronomy & Catering, and Light Industry. Our solutions are available through industrial laundries and dealers throughout Northern Europe. We are acknowledged purveyor to H. M. The Quenn of Denmark as the only work wear supplier in Denmark
Awards and certifications	



AVAILABILITY

DURABILITY

FUNCTION

DESIGN

