

# Corporate Social Responsibility 2014

AVAILABILITY  
DURABILITY  
FUNCTION  
DESIGN



KONGELIG HOFLEVERANDØR  
**NYBO**  
WORKWEAR SINCE 1962





## Workwear with a point of view

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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 2014, 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 process 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 2015 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

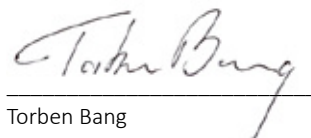
The purpose of our CSR reporting is to provide a comprehensive picture to our stakeholders on our CSR performance in 2014. Our CSR report form at the same time the obligatory Communication on Progress (COP) report to UN Global Compact.

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**

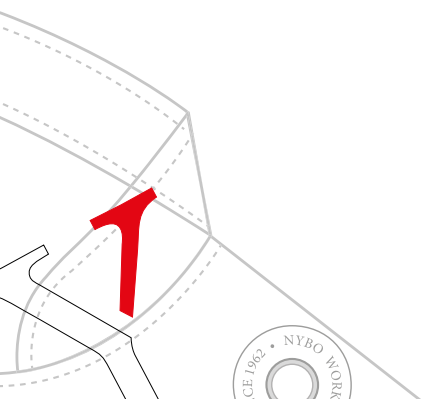
With equal parts competence, persistence, and enthusiasm we wish to deliver profitable solutions for the mutual benefit of our customers and ourselves.

### **Credibility**

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

### **Quality**

Durable 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 assessment of our Asian suppliers in order to ensure the highest possible level of CSR. Consequently, our key supplier in India holds a SA8000 certification and in 2014 – Fair Wear.

Our focus is therefore still 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 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 DKK. 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 DKK. 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.

### WHAT WE ACHIEVED IN 2014

- All suppliers have conducted the Nybo Workwear - self-assessment if they are not certified with SA 8000 or ISO 26000/DS49001.
- Our existing suppliers all live up to our high standards for quality and responsibility. We have not had any situations where a supplier has failed in our cooperation.
- Our suppliers has documented that they handle substances according to the REACH Directive.
- In 2014 we have got 2 new suppliers which has signed the FairFashion Code of Conduct and Nybo Workwear – self-assessment.

### WHAT IS NEXT FOR 2015

- All European suppliers with a purchase of more than 500.000 DKK. must sign the FairFashion Code of Conduct as an integrated part of the contract with Nybo Workwear.  
Asian suppliers with a purchase of more than 100.000 DKK. 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.









# Product

## 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 internationally 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 2014**

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

and environmentally friendly solutions within fabrics, accessories, and finished products.

- 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

### **WHAT WE ACHIEVED IN 2014**

- 98% of the raw material in our standard products is Oeko –Tex 100 certified.  
73% of our total standard products is certified with EU-Ecolabel or Bluesign.
- In 2011/12, we started to develop 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. In 2014 we have made several new products with Tencel in new interesting blends.
- In 2014 our use of air freight have been at a unsatisfactory high level. We focus on minimizing airfreight, but have been forced to use airfreight in order to avoid out-of-stock situations.

### **WHAT IS NEXT FOR 2015**

- 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 products.
- We will still 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 careful 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 minimize 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 analyzed 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 takes 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 internalized 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 produce high quality work wear which means that we have very limited environmental issues related to hazardous waste and our water consumption.

#### **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 40,000 kW annually. We consume the majority internally, and the surplus we market to the local power plant.

We continue our recycling project of paper and plastic in cooperation with Zala Josta Ltd., which is a Latvian company caring for a clean Latvia. We collect and sort all waste: fabric, paper, cartons and plastic for recycling. Our systematic work with recycling has given us the Zala Josta certificate, which certifies that our production site “Sia Nybo Dobeļe” 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.

In Viborg, we sort all waste as: paper, cartons and plastic and sell it for recycling.

#### **WHAT WE SAID IN 2014**

- 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.
- Our aim is to reduce our water consumption by 5%.

#### **WHAT WE ACHIEVED IN 2014**

- We have succeeded to reduce our electricity consumption with 5,5% which is very satisfying. We have used more of the energy coming from our wind turbine and we did not have to purchase extra energy. We have invested in new IT equipment, which also is a part of the reduction.
- In our facility in Latvia, we have invested in LED light in our production, which has given less energy consumption.
- Our water consumption has been reduced with 16,2%. This is to our full satisfaction and it achieved our goals. We have made a new structure in our washing test in Latvia in 2013 and this affect the water consumption in a positive way. In Viborg, we are less staff compared to 2013 and this also has a positive effect. We keep revision on our total recycling volume/ amount.
- We brought 46,96 tons of material back to full recycling in 2014.

#### **WHAT IS NEXT FOR 2015**

- We want to continue reducing our energy consumption.
- We have invested in IT equipment with lower energy consumption in beginning of 2015, which we hope will make an effect on the total use of energy.
- Our aim is to reduce our water consumption by 3%.





## Environmental key figures

	Denmark (Viborg)	Latvia (Dobele)	Total
<b>Energy consumption</b>	Electricity: 2.270 kWh	206.481 kWh	208.905 kWh
<b>Wind turbine – energy – sold</b>	Gas: 30.635 m3 1.101 kWh	7.560 m3 -	38.195 m3 989 kWh
<b>Water consumption</b>	146 m3	762 m3	908 m3
<b>Recycling</b>	9.96 tons	37,00 tons	46,96 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 212 persons – 35 are working at the headquarter in Denmark and 177 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 Latvia – and we implement additional training, health insurance and personnel celebrations.

### **WHAT WE SAID IN 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 fibers and dust.
- Our intention is to work with better planning in

2014 in order to decrease the use of overtime.

### **WHAT WE ACHIEVED IN 2014**

- 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.
- Increased systematic documentation on health and safety issues in both Denmark and Latvia. In Viborg we had a very low sick-leave at 1,5% - in Latvia 9,0% which is a little higher than 2013.
- Our intention is to work with better planning in 2014 in order to decrease the use of overtime – in 2014 it was 29% lower than 2013.
- Continued our cooperation with Viborg Municipality to include socially vulnerable citizens into our company. In 2014, we have 3 persons employed on special terms.
- We have made a policy for how to handle serious accidents in our company in Viborg.

### **WHAT'S NEXT FOR 2015**

- 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.
- We want to improve our data management on CSR to cover both Denmark and Latvia.
- We have zero tolerance when it comes to corruption.
- We will offer the employees in Denmark a follow-up course in first aid and use of defibrillator.





## Key figures regarding employees

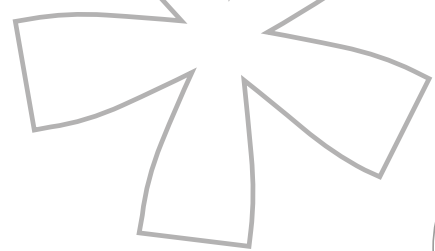
	Denmark (Viborg)	Latvia (Dobele and Jelgava)	Total
<b>Employees</b>	35	177	212
<b>Blue collar</b>	7	151	158
<b>White collar</b>	28	26	54
<b>Sick leave (%)</b>	1,5	9,0	-
<b>Injuries</b>	0	2	2
<b>Employee Development Dialogue</b>	35	26	71
<b>Employees received training</b>	17	10	27
<b>Employees on special terms</b>	3	0	3



# CSR Performance at Nybo Workwear A/S

	Subject	Objective	Result	Global Compact	GRI	Page
<b>Purchase</b>	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. All suppliers has to document that they live up to REACH Directive	Completed  Completed	All principles  All principles	General	4, 6, 7  4, 6, 7
<b>Product and customers</b>	Development of environmental friendly products		Our collection of environmental friendly Tencel products from 2011/2012 shows very much interest from our customers and more collections in different blends has been launched in 2014..	9		5
	Certifications: Oeko-Tex Standard 100, Eco-Label, Bluesign, ISO 15797	95% of our products is Oeko-Tex certified 70% of our products is certified with EU Eco-label/Bluesign	98 % 73%	9	PR3	5
<b>Process</b>	Electricity consumption	3 % reduction	5,57%	7	EN3	8
	Initiatives to reduce electricity consumption	Efficient use of windmill	2.270 kWh equals to 11,3 %	7,8	EN5	8
	Total water consumption	Maintain 2011 level	16,2% reduction	7	EN8	8
	Recycling		46,96 tons	7,8	EN2	8
<b>People and society</b>	Diversity of workforce		Blue collar: 158 White collar: 54	1,2, 6	LA1	9
	Employee development	Access to English language training – LV	10 employees	1,2	LA10	9
	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. 2 incidents during 2014 2. Health insurance, canteen, massage, . 3. DK: 1,5 %; Latvia: 9,0 % 4. 100 %	1,2	LA7	9
	Number of employees on special terms	Contribute to an inclusive labour marked	3 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

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**Company name** Nybo Workwear A/S

**Address** Industrivej 24 26  
8800 Viborg  
DK-8800 Viborg  
Phone +45 8727 3000

E-mail: [info@nybo.com](mailto: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 2014** 212

**Contact person** Helle Nybo Holmberg  
Purchasing Manager, Part Owner  
+45 87273006

[hnh@nybo.com](mailto: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 Queen of Denmark as the only work wear supplier in Denmark.

**Awards and certifications**





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