

# UN GLOBAL COMPACT

# **Communication on Progress**

2017

Entreprenader AB	Organization and Management Systems: By Belinda Hoff
Presentation Approval: 2017	Approved by: Johan Hoff
Updated: 2017 for UN Global Compact	Pages

#### STATEMENT OF CONTINUED SUPPORT

#### Hoff Entreprenader AB

#### 2017

As a construction company, our mission is to provide high-quality service, to meet our customers' needs efficiently, effectively, and at a competitive price. Hoff Entreprenader AB prides in staying abreast with current studies and partaking in the various trends and education within Swedish building and construction laws aimed at addressing sustainable and ethical practices in the industry. Hoff Entreprenader AB is a growing company whose aim is to uphold its position as a quality service provider, as a front-runner in sustainable environmental practices and work ethics amongst our business partners and ourselves. These core values are long-term practices that will continue to be our driving force and our motivation into a prosperous future.

Our sustainability practices go beyond pricing and branding; we look beyond what is trending and superficial. We discuss sustainable practices that ensure our customers' wellbeing, that pose no risk to our employees, and which do not threaten our environment. Hoff Entreprenader AB opts for and provides goods and services of high quality and durability.

As a growing firm, we believe that our practices impact our development. We strive for growth and stability in our industry and society; consequently, this positive evolvement has been and continues to thrive as a result of our ethical business conduct, hard work, and commitment to clients, an excellent working environment, and team spirit. We regard our position in the construction industry as an advantage that enables us to influence ethical practices within this industry – socially, economically, and environmentally. As a result, Hoff Entreprenader AB continues to get various awards and recognition in this respect.

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Hoff Entreprenader AB collaborates with suppliers, customers, Malmö community and other neighbouring communities, and relevant stakeholders to support, develop, and determine practices that positively impact our society. We believe that our involvement and commitment herein can strengthen our advancement toward a more sustainable future. Consequently, we wish to show our continued support of the UN Global Compact and its principles.

The communication on progress encompasses Hoff Entreprenader AB.

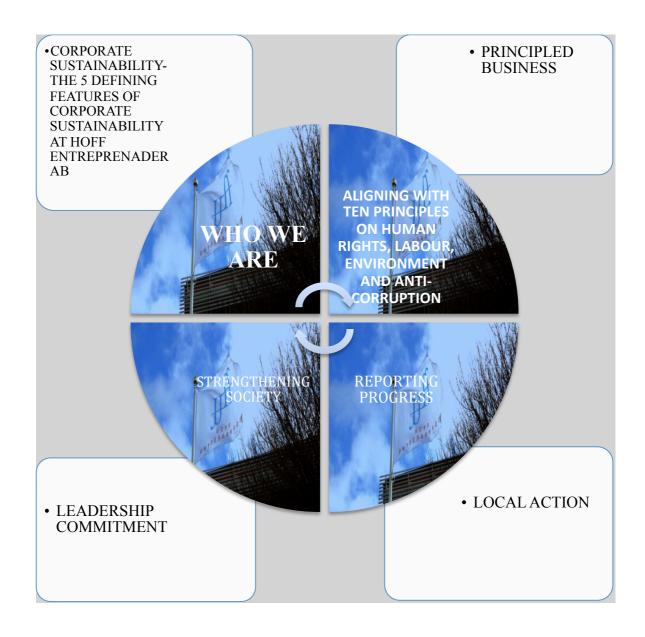
Kind regards

Johan Hoff

CEO, Hoff Entreprenader AB

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# 1. Who We Are

### Company Profile/Business

Hoff Entreprenader AB is a steadily developing construction company in Malmö whose growth has been mainly due to healthy and sustainable customer relations. Local familiarity through collaborations, reliability, sustainable development projects within the community, exceptional expertise, and coordinated relations with local businesses - these aspects have been the building blocks of Hoff Entreprenader and the principal motor force strengthening our brand continuously opening new business opportunities. Hoff Entreprenader is strategically based in Malmö and has base operations in Lund putting us in an advantageous position of proximity to customers, inner resources, direct contact with local suppliers, and therefore flexibility to operate effectively and efficiently within the Oresund's Region (South of Sweden and Denmark). We engage with a diverse clientele ranging from small local to large and complex projects that extend from renovations and reconstructions to municipalities, private companies, authorities and government agencies.

We believe that only the best is good enough, regardless of whether it is the material choice, choice of construction method, or personal service. We seek possibilities; we are not locked in conventions but are open to new and creative solutions. We are always looking for the options, which gives the right quality and overall economy growth.

Hoff Entreprenader AB has AAA credit rating, which corresponds to the highest credit rating, ensuring a safe business and a long-term relationship

#### 1.1 Management System

Hoff Entreprenader operations are implemented in accordance with ISO requirements: ISO 9001:2008 for organizational quality control through products and service and ISO 14001:2004 for environmental safety control.

# Handbook – quality and environmental management

A complete and detailed manual on the organization structure is available as a separate attachment and on our webpage.

#### Quality and environmental management system include the following documents:

- Manual
- Environmental Action Plan, Appendix 1 of the Manual
- Controlling documents listed in Appendix 2 of the manual
- Fixed forms and document templates included in Appendix 2 of the manual
- Accounting documents listed in Appendix 3 of the manual

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- The Company's IT support presented in Appendix 4 of the manual
- Environmental Management

The management system is available through our server or at the locations specified in Appendix 2 of the manual.

#### **Definitions**

A process-based management system determines Hoff Entreprenader's different processes and the organization's order. The interaction between processes is what the organization refers to as the process model that is applied to the management system. Overally, the process orientation is an endeavor to see the business from a customer perspective and to work on continuous improvement of services, products, as well as the general business operations standards. This process model gradually integrates into our working operations as follows:

- Management processes describe how Hoff Entreprenader is led, monitored and developed through continuous improvements.
  - An annual plan for the fiscal year / financial year is a good indicator of the management process success.
- The management process includes, for example, the meetings and follow-ups conducted to lead and develop the company.
  - Development is part of the Directorate operations.
- Critical processes describe how we meet product specification and our agreed commitments to customers. The primary

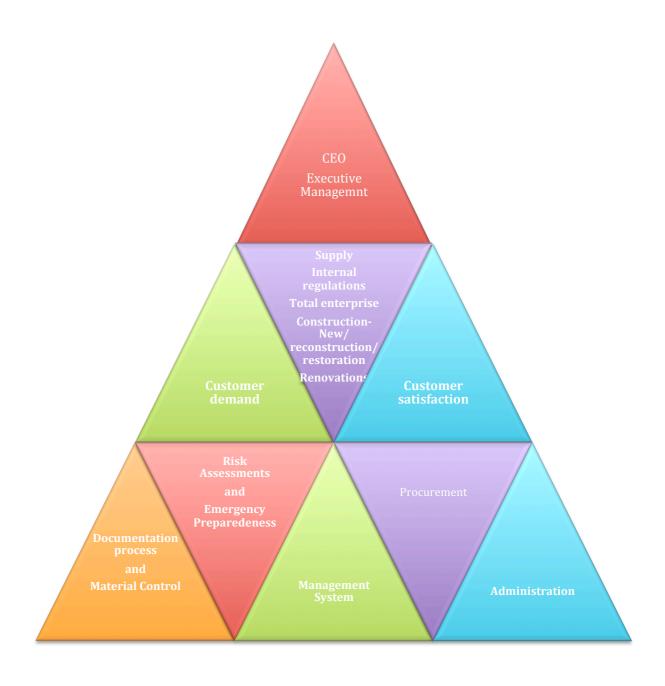
- activities are governed to meet the agreed assignment specification and other customer requirements as well as applicable constitutional requirements
- The task of the support processes is to support the first processes (core business) and is not aimed at customers but operates within the company's operations.
- **External collaboration**: An outsourced process is a process involving an external party to execute a particular process.

We control and ensure that outsourced processes meet customer and constitutional requirements.

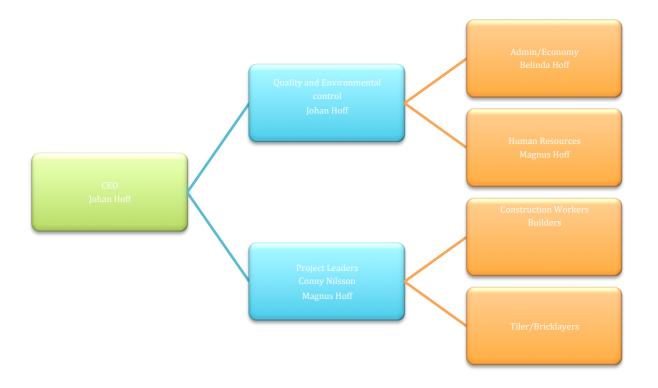


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### Organization Process Model



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# The Management CEO leads the company

The management team consists of CEO Johan Hoff and Magnus Hoff. The management team is responsible for the company's quality and environmental work. The CEO is responsible for the quality and environmental system and determines the management system's documents. Company management is responsible for: - employees training which equips them to perform their tasks efficiently and educates them on quality and environmental policy, additionally follows up to ensure that all staff complies with constitutional requirements.

#### Responsibility and authority

The management ensures that employees are well equipped to to perform their various tasks, by clearly defining responsibilities,

providing necessary tools, and assigning roles for different types of positions.

Management is responsible for the resources necessary for running the business and for ensuring that performance matches and upholds commitments to the customer. Everybody's responsibility is to participate in our quality and environmental work actively. Each person is responsible for complying with applicable laws, constitutional requirements and industry requirements. Everyone has the right to cancel his contract if the work cannot comply with applicable legal requirements or that there is a risk of personal safety.

#### Environmental management representative

The CEO is the management's environmental representative and is responsible for ensuring

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that the environmental management system is established, implemented and maintained. The management reviews the environmental management system performance regularly and proposes improvements - Upon request, additionally, they inform external stakeholders of the environmental policy.

#### Information and meetings

In order for our operations to run as smoothly as possible, we have good information within our own organization as well as with customers, suppliers, partners and other stakeholders.

#### Ongoing information

Staff Manager relays ongoing information on current issues to employees and stakeholders.

#### Management Team Meeting

The management team meets informally daily to plan and follow up the business prospects. Ongoing follow-up is made by addressing and reviewing quality and environmental work. Formal meetings are therefore only quarterly where protocol/memo notes are written.

#### Workplace meetings

Every month we conduct a joint planning and strategizing meeting. During which the management and staff review ongoing projects and clarify objectives as well as projections, follow-up is done by reviewing ongoing and completed work. Planning and setting dates for new meetings take place

under the same agenda. The meeting also addresses current quality and environmental issues. Minutes and notes are taken and recorded.

#### Staff meetings

Staff meetings with all staff are carried out 2-4 times a year with focus on quality and environmental work. Furthermore, we address current constitutional requirements that concern us and take minutes of the same.

#### Management review

1-2 times a year, the management team conducts the quality and environmental management system review and and record minutes from the meeting.

#### Reports

During ongoing activities, it is the sole responsibility of the duty manager / supervisor to relay information to external contacts regarding our quality and environmental operations system that are important for the implementation of our quality and environmental work.

#### Quality

Hoff Entreprenader AB complies with various system operations requirements to ensure safety and quality production.

#### Quality Management

Hoff Entreprenader has established a quality management system in accordance with the requirements of ISO 9001: 2008. The quality management system covers the entire operation and is documented in our Management Organization System manual. The quality management system excludes ISO 9001: 2008 requirements 7.3 Design and

development. The section is excluded because Hoff Entreprenader has no design responsibility or works with product development. The quality management system is based on continuous improvement of operations through follow-up of quality goals, customer satisfaction, deviation management and internal audits.

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#### Customer focus

The quality management system is based on customer care and is operational under ISO 9001 and ISO 14001 this operation fills the purpose for ensuring a continued customer satisfaction and positive customer relations.

The quality assurance ensures that the customer's requirements are established, documented and fulfilled. Reconciliation and documentation of customer requirements and constitutional requirements occur before or in connection with ordering. During the performance there are set quality objectives for our main processes / performance contracts that are measured and followed up. During the execution we check material and execution in relation to set requirements. All items are finalized prior to inspection.

#### Quality Policy

Hoff Entreprenader AB sees quality as an important success factor in individual construction projects as well as in a long-term business perspective. Our operations are quality oriented, and we aim to produce high quality service that can constitute future reference assignments in our marketing. We use approved construction techniques and working methods, and comply with applicable constitutional requirements as well as industry requirements.

We establish funtional collaborations team together with suppliers other contractors and subcontractors. Together we deliver the requested construction at the right time and to the right execution. We develop our quality work and our quality management system through continuous improvements and we require that all our employees and collaborative partners take the responsibility to ensure quality policy in their daily work.

#### Quality objectives

Within our quality policy, we set overall quality goals for the entire business as well as detailed quality goals per process or function. The quality objectives must be realistic and measurable.

Overall quality objectives Our overall quality goal is increased customer satisfaction and long-term cooperation with our customers. Follow-up of customer satisfaction is achieved by following up on projects completed before completion of dialogue with clients.

#### Detailed quality objectives

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In order to monitor and develop the business, we have set the following quality objectives: Introduction of quality management system in 2015 we introduced a quality management system in accordance with ISO 9001: 2008 for the entire operation.

*Quality goals* - Compliance with customer requirements Completed construction meets customer requirements, and 100%. applicable to constitution and industry requirements.

#### Measurement of quality

We measure our level of quality performance through direct feedback from the client: this reviews indepth protocol requirements; received complaints / customer views are noted as deviations.

*Quality Score - Delivery Security*: Our delivery time to customer complies with promised times according to schedule. Our performance and delivery remain 100% on schedule to date

#### Measurement of Quality Delivery

#### **Delivery Quality:**

The quality objective of delivery security is measured in terms of the number of days / weeks after the specified date in the current schedule, where delays caused by us resulted in delayed completion. Suppliers with their own quality work During the year, documented supplier assessments are introduced with requirements for suppliers and subcontractors regarding their own documented quality work. Follow-up of quality goals The follow-up of quality goals is carried out by the Chief Executive Officer and will be discussed at the management's review.

#### Climate and Environment

#### **Environmental Management System**

Hoff Entreprenader integrates climate and environmental concern on every level of the organization's operations. Environmental studies are an ongoing process. The diagram below describes our operational process.

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**Environmental Studies** 

Environment al Policies

Environment al Goals

Detailed Environmen al Goals

Action Program

The continuous environmental studies help our organization to identify the impact of our operations on the environment and ultimately lays out operational policies that steer and considerably controls the organization's operations toward a more sustainable and responsible business.

The environmental investigation also clarifies applied environmental routines: environmental performance and the knowledge, as well as applicable legal requirements.

Environmental assessments various environmental aspects as well as review and rank these aspects according to risk levels.

*Our environmental survey* is updated annually and is an indicative factor for future plannings in both long-term and short-term environmental work. In the event that our team or partners detect a hindering variable that could affect our environmental work, the management team would be required to conduct a thorough environmental investigation followed by updates to renew the focus on our continued environmental work.

The environmental policy builds on the EA and risk assessment.

Our environmental policy is indicative of our environmental work and overall environmental goals that we have set within the framework of the environmental policy.

**Detailed environmental targets** are determined per financial year and relate to both internal and customerrelated activities. Monitoring of environmental goals is carried out by the Chief Executive Officer on a regular basis and discussed at the management's review.

*Environmental action programs* are elaborated to clarify how different parts of the business work to achieve environmental goals.

Hoff Entreprenader AB is actively engaged in environmental work and operates within the framework of the activities we perform on behalf of the customer. In our business, we work to prevent pollution and to limit operations and products that have negative impact on nature and the environment as much as possible. Our basic requirement is that applicable legal requirements are met by all concerned parties.

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Through our knowledge on how different materials and building technology impact the environment, we can confidently assist our clients in both the designing and implementation of a sustainable work.

When choosing materials and services, we opt for those that support sustainable environmental issues, for instance;

We demand that construction machinery are driven by environmental-friendly engines.

We sort waste and work toward a high recovery rate and recycle building materials as much as possible.

In our practical environmental work, all employees participate in sustainable practices as do our hired subcontractors.

We develop our environmental work and our environmental management system through continuous improvements.

Our code of ethics insists that all employees are responsible for the environmental policy in their daily work.

#### Overall environmental goals

Our overall environmental objective is to be a company associated with active environmental work.

#### Detailed environmental goals

To comply with the Environmental Agenda's intentions and to develop our environmental work, we have set the following detailed environmental targets:

The introduction of environmental management system:

In 2015, we adopted an environmental management system following ISO 14001: 2004 for the entire operation.

#### Environmental targets - Source sorting of waste with high recycling rate

All types of waste are sorted according to local and industrial guidelines. We aim for a high recovery rate.

We are continuously looking for the best recycling solutions that can bring the rate for the waste we generate to a minimal.

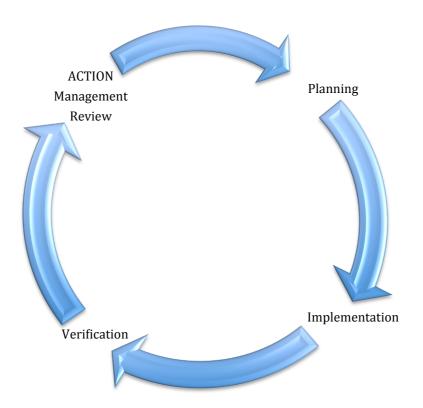
#### Monitoring of environmental objectives

The Chief Executive Officer monitors the organization's environmental goals on a regular basis and discusses the outcomes and new targets at the management's environmental review meeting.

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#### Progress and Development: Development through continuous improvements

Hoff Entreprenader has implemented a deming progress cycle to elaborate our operating system.



*Planning*: Determines what goals and actions are needed so as to achieve results that match customer requirements and our policies.

*Implementation*: Implement the business by establishing organization plan.

*Verification*: Verifying the outcome of the implementated strategies based on customer requirements and our policies and finally report the results.

Action: Take steps from the findings to improve our business continually.

Based on the progress and improvement wheel, we continuously develop our quality and environmental management system by observing the following:

- Customer satisfaction
- Quality and environmental policy
- Quality and environmental objectives
- Internal audits
- Risk assessment of environmental aspects

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- Deviation
- Corrective and preventive measures
- Management policy reviews

#### **Customer satisfaction**

Customer satisfaction is a critical aspect in any business, at Hoff Entreprenader we recognize the importance of maintaining a strong and healthy client relations. Our satisfied clients are the bedrock of our long-term business successs and our developing operations; we recognize that a large portion of our growth is initiated through contacts and referalls from satisfied clients.

#### Communications with customers

Our communications with regular and prospective customers entails actively listening to the demands of the client on the type of products and services they would like as well as conveying our policies and operational systems.

We clarify and document customer requirements through our contract review.

We have appointed managers – serving as personal contact links to our primary and recurring clients.

Customer views are documented and reported to management who then decide on necessary actions to be applied. Emerging customer reactions are dealt with at the management's review and shared with to all employees at staff meetings or special information occasions where employees can offer their feedbacks and address relevant issues.

#### Quality and environmental policy

The management determines our quality and environmental policy and communicates to the employees. Follow-up takes place during the administration's review.

The environmental policy is based on the current environmental assessment's: risk assessment of environmental aspects related to our operations. The environmental survey is updated annually and in the event of significant changes in operations.

All employees are responsible for applying the quality and environmental policy to the business.

In case an external request is submitted regarding the current environmental policy, this is answered by the management's environmental representative who sends it by mail or e-mail.

#### Quality and environmental objectives

Management determines the quality and environmental goals and communicates to employees. Follow-up takes place during the administration's review.

The quality objectives imply that we are committed to continuously improveme our own business internally and vis-à-vis customers.

The environmental objectives are formulated based on the environmental policy and, consequently, the environmental assessment's and risk assessment of our environmental aspects. Environmental goals guide our environmental work.

Quality and environmental goals must be measurable and consistent with quality and environmental policy.

#### Internal audits

The entire management system conducts annual internal quality and environmental audits. The inspections cover all the requirements of the business standards, moreover, the entire organization is subject to internal audits. The audits can be divided into sections and conducted over a period of days.

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The review aims at monitoring the organization's reasonable quality and environmental work through interviews with employees. The manual is studied based on whether documented working methods are applied within the business. Our policies and objectives for quality and environment are followed up.

The result of the audit will provide the basis for continuous improvements in our quality and environmental work. Any deviation that arises during the review is documented in the variance report, and a summary audit report is written. Differences and audit reports are submitted to the management's representative for quality control, who then passes the same reports to management.

The results of internal audits are dealt with at the management's review. Management will make decisions regarding the development of an effective management system, if necessary, revision of policies and goals based on audit results.

Our auditors for internal audits should have knowledge of the standards that are being reviewed and inspection techniques. Internal auditors do not revise their own business area or function.

For our subjective quality and environmental audits, QiM Audit Program can be used.

#### Internal Quality Auditor: Internal Auditor

Risk assessment and environmental investigation aspects are reviewed and conducted yearly:

The environmental risk assessment is updated yearly following previous investigations, observations and results.

The updated environmental study is the basis for our continued environmental work.

#### **Deviation**

We document and follow up deviations to sufficiently facilitate the management in solving detected deficiencies in routines, knowledge, methods, and organization.

# A deviation management system is available for facilitating:

- Claims
- Customer comments
- Differences in assignments, against plans and goals, etc.
- Deviations in the context of our environmental work

Any employee who detects a deviation or receives a customer view is responsible for reporting this. Reporting is made to the responsible manager and is documented on the anomaly report.

Responsible manager decides on direct action where necessary.

The deviation is then forwarded to the management representative for quality, which gives the deviation a serial number and inserts it into the deviation journal. The deviation record shows emerging deviations and status. The resulting discrepancies and the status of the deviations are reported to the management and discussed at the management's review.

The staff is informed and updated on any discrepancies and decisions on measures.

#### **Customer Complaints**

Complaints are documented on the Deviation Report and information is provided to the nearest manager who decides on an action. The action is recorded by the management's quality representative.

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#### Incorrect material

Incorrect material and equipment is immediately labeled to prevent its wrongful usage, additionally the duty manager is contacted and decides on appropriate measures.

#### Incorrect execution or function

Any malfunction detected is reported to the manager in charge who then decides on action. Improper implementation or function is documented on Deviation report or work order for smaller assignments.

#### Corrective and preventive measures Corrective and preventive actions aimed at:

- avoiding deviation from occurring again
- Preventing contamination

Corrective action can be suggested by employees or stakeholders when problems are discovered where alternative solutions can be considered more appropriate.

#### When a corrective action is taken, a deviation report is written:

To deal with the cause, describe the efforts, and proposed preventive measures to prevent the same error from occurring again. Deviation report is then processed by the management that decides on any action.

In case the deviation is to be considered a systematic error, decisions on corrective and preventive measures are taken to avoid future

deviations.

Preventive actions may include information, education, or implementation of the organization's operational protocols on governance and management system. Management decides on corrective and preventive actions as well as follow up its introduction and effect of changes made.

#### Management

#### **Competence**

As part of our business development, we advance our ability to deliver quality work through regular training and keeping abreast with advancing technologies, materials, and working methods.

The need for internal and external training activities is assessed annually for the entire staff as a group or for individual employees. Educational needs are collected through the annual development talks and new customer requirements, etc.

#### **Performance**

Development talks are planned and initiated by the responsible manager. A developmental conversation is conducted yearly with each employee.

The timing of development talks is matched with each employees schedule.

The development call is documented and filed by the HR manager.

#### Induction

All new employees and temporary staff undergo an induction training regarding the business.

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We provide information about:

- Hoff Entreprenader AB, our operations and our services
- current duties, working hours and internal routines
- security
- Our management system for quality and environment

New employees are required to have basic qualifications to be considered for current duties.

Principle 1: Business should support and respect the protection of human rights.

Principle 2: Make sure that they are not complicit in human rights abuses.

#### **HUMAN RIGHTS**

#### Vision

We at Hoff Entreprenader AB support internationally proclaimed human rights laws, and are not complicit in human rights abuses. Our code of ethics prescribes inclusion and equal treatment and opportunity to all our employees. We work in close collaboration with other organizations and firms that recognize cultural diversities, respect for human rights at all levels and observe the law.

Our vision for the future is to continue collaborating solely with companies and individuals who uphold and practice human rights.

#### **Progress**

Hoff Entreprenader AB is compliant with the principles of UN Global Compact. We are members of the Swedish Labour Union, which oversee that all our employees have protection under the union rights. We are working toward the initiation of a code of conduct, based on the UN Global Compact's ten principles, which we will require our future partners to sign and commit.

#### Results

We are in collaboration with various firms who share our vision of implementing a Code of Conduct. Further, to strengthen this motive, we are working toward making it visible on our web page in 2017.

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#### **OPERATING CONDITIONS**

#### **Employees**

We insist that our staff is professionally equipped to perform their tasks. Depending on the type of assignment, the management clarifies its organization, responsibility, and authority.

- ❖ Health and work Environment
- Skills supply, mentoring and Education
- Equality, Diversity and Equal Treatment

Hoff Entreprenader AB ensures that employees are driven and are up to date with the evolving industrial requirements – we provide equal opportunities for all individuals self-growth by providing stability and job security, continuous education, team building activities medical and wellness resources which are all beneficial for our team's wellbeing and quality performance. We comply with national and international Trade and Labor Union laws and principles of UN Global Compact. Hoff Entreprenader collaborates with the Swedish Labor Union on work environment and health on every level of the company. Hoff Entreprenaders' employees have a collective bargaining agreement under the union rights.

We don't condone any form of child labor, and will therefore neither collaborate with nor cooperate with businesses or individuals that associate with or appropriate the said violation in any way.

All our employees are identity card holders; registered by the Swedish tax department- the requirement of the personal, national identification number in the registration process is our assurance that all individuals are at or above employment age, and are legally eligible for employment.

#### Workplace

Hoff Entreprenader has its premises in Limhamn and Malmö Oljehamn. There are facilities for offices, workshops, warehouses and staff spaces in the named locations.

Assignment briefing can be conducted at the clients' premises or at a designated workplace. We make sure that our workforce has access to the construction site, water, staff recreational areas, storage facilities for equipment and machinery, and so forth.

Season and weather conditions determine where and how perform our assignments.

Noise, dust, and vibrations, depending on the particular type of on going construction, characterize a typical construction site. Wind, rain and temperature changes affect the prerequisites for implementing different types of tasks.

In cases where our firm is the contractor or general contractor for an assignment then we would take the responsibility of ensuring that the construction site is safe and orderly.

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

Principle 4: The elimination of all forms of forced and compulsory labor;

Principle 5: The effective abolition of child labor; and

Principle 6: The elimination of discrimination and respect of employment and occupation.

#### LABOUR RIGHTS

#### Vision

We at Hoff Entreprenader AB recognize our responsibility in creating a working environment that is conducive for our staff members and business partners. Our policy focuses on implementing and enforcing practices that ensure a socially responsible company. We are a service-oriented company, and our quality service, as well as customer satisfaction, has continuously led our company 's growth and profitability, however, it is our closely knitted and motivated team that ensures that high quality work is delivered regularly. Additionally, we utilize quality products from various suppliers whom we regard as reliable and responsible based on transparency and grounding principles. We insist on reviewing our partners' policies to ensure that there is no breach of human rights in production: child labor, social injustice- race or gender discrimination, and any possible unethical practices that disregard human dignity.

We have been growing steadily since 1998, and are proud to state that our continued growth is as a result of our satisfied customers who further recommend us to new clients and our loyal employees who deliver quality services. Hoff Entreprenader AB ensures that our staff stays driven – we provide equal opportunities for all individuals self-growth by providing stability and job security, continuous education, team building activities and retreats, medical and wellness privileges; which are all beneficial for our teams 'wellbeing. Our company recognizes and applies various parental and individual rights and privileges, paid parental, and sick leave is amongst the highest prioritized agendas within our firm. We value our employees and work in close cooperation with trade and labor

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unions and insurance companies- following the Swedish regulations and laws; this assures our staff and partners that their voices matter and their rights are protected.

#### **Progress**

We liaise with our stakeholders to enforce and ensure ethical practice. Our policy requires potential partners or stakeholders to abide by human rights law. We are in support of child safety and welfare, and so are most of our business partners, we show our support by sponsoring various groups and grassroots organizations that aim at improving the wellbeing of children – sports clubs, anti-bullying organizations in schools, and so forth.

#### Results

We adhere to the regulations of the International Labour Organisation (ILO) and follow the grounding principles of employee rights in accordance with the Swedish law and the Swedish Labour Union. We do not condone the violations of workers' rights or dignity including discrimination. Further, we require eligibility by age and legality, equality, respect, and non-discrimination; therefore we do not associate with any companies unopposed to these factors or those that elicit use of child or forced labor.

We utilize the services of listed and approved contractors and subcontractors that have a quality impact on the business. See Specifying Documents Appendix 2.

PRINCIPLE 7: Business 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

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#### **Vision**

We at Hoff Entreprenader AB are aware of our ability to impact the environment – positively or negatively, directly or indirectly. As a result, we strive to employ a positive correlation regarding utility, sustainability and environmental protection. We insist on eco-friendly products and endeavor to reduce and eventually eliminate substances that are proven to be harmful to the environment. We encourage our customers to opt for eco-friendly materials- since safer substances promote longevity and good health to all concerned parties. Moreover, we are obliged to comply with the Swedish environmental laws and regulations, which is a beneficial factor when dealing with suppliers who are bound by the same rules.

#### **Progress**

Hoff Entreprenader AB collaborates with known partners who are certified container and waste handlers whose expertise and responsibility is supplying dumping containers for industrial use and handling used containers systematically and by the Swedish environmental laws. Together we ensure that various waste materials are safely sorted, recycled, and deposited in the allocated containers and finally to the assigned sites/locations.

#### Personal protective equipment the personal protective equipment consists of:

- Helmet
- Ear-Protecting Headset
- · Mouth guard
- · Work Shoes
- Gloves
- Protective Goggles
- Visibility Clothing
- · Safety Lines
- . Protective and appropriate weather appropriate clothing

Employees are responsible for confirming the availability of personal protective gear before the work begins.

#### Safety

Respective employees are responsible for ensuring that the necessary security equipment for carrying out assignments is available before the work begins.

In case the work is done at high altitudes or in connection within a high-risk environment, it is the responsibility of the supervisory board to ensure that the workplace has safety equipment so that the employees can work safely.

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#### Measuring

Today, the industry applies laser and humidity gauges as measuring instruments. We submit laser readings for calibration. Rain gauges calibrate us.

Where this is established, measurement equipment used in the operations shall be calibrated at regular intervals. After calibration, we approve measuring equipment and mark unauthorized measuring equipment. Each measuring device and measuring equipment is registered and marked with the identification number.

Calibration takes place according to the specified instruction per meter, see Annex 2, the control document.

Calibration record is displayed, showing calibration interval, calibration status, and who performs the calibration.

#### Clothing

The company provides work clothes to its employees.

The individual employee handles and cares for work clothes.

#### Material

#### Identification and traceability

Building materials have essential marks that are branded by manufacturers or wholesalers using identifiable serial numbers. The labeling may sometimes only occur on the packaging. However, chemical and technical products require labelling and safety data sheets. The safety data sheets show how to handle the product.

If the identification is missing, a skilled professional must identify the material; otherwise, the material is classified as a deviation.

In case chemical-technical products are distributed in non-original packaging, these must have labels with the information shown in the original packaging label. Product information should always follow the product.

#### Maintenance of machinery and equipment

Maintenance of machinery and equipment is ongoing. We prevent wastage by ensuring that we perform proper maintenance for machines and equipment according to the machine's manual/journal and operating time.

In our business premises, there is a service area for service of machinery and other equipment. Handling employees oversee daily service of machinery and vehicles such as cleaning, oil control, air, coolant and the like, this is an ethical practice that prevents wastage and damage to the environment.t

#### Chemical-technical products

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The assignments involve the use of various chemical-technical products in the performance of the duties. We select chemical-technical products in consideration to environmental aspects.

Examples of chemical-technical products used in the business are different types of stone glue; structural adhesives, sealants, lubricants and car care products. The chemical-technical products are handled and used to avoid spillage and leakage.

The employees return unused, half used, and leftovers to the office after completion of the assignment.

During the mission's implementation, there is a special place for storage of chemical-technical products.

#### Sustainability Report On Waste Handling and Recycling

#### Handling of waste

Our operations generate construction waste in the form of material surpluses, demolition waste, and packaging. The waste is sorted and placed in containers that are installed at the building site or in connection with their premises.

Routines for the identification and disposal of hazardous waste are available. When transporting hazardous waste, transport companies are authorized to transport hazardous waste.

Waste sorting of waste takes place as follows:

Waste retrieved from the construction sites is handed over to licensed recycling and waste depositing companies sorted as follows:

- Combustible Waste
- Construction Waste
- Electrical Waste
- Packaging
- Hazardous Waste
- Plaster
- DUST
- Insulation

- Office Waste
- Fluorescent Lamps, Bulbs
- Scrap Metal
- Plastic
- Plate
- Toner
- Wood
- Corrugated

#### Results

We are pleased to note that an increasing number of our suppliers and partners are producing and providing products that state clear ecological brandings with EU Ecolabel. Notably, they have fulfilled high-quality measures to ensure eligibility to use the official EU Ecolabel branding. We are proud to be associated with partners whose actions support environmental sustainability and preservation of a balanced ecosystem, the adherence to EU production laws, and fair trade. Our ISO certifications and continued education benefits us in staying up to date with essential safety and quality standards of Swedish and EU laws.

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Hoff Entreprenader AB and our stakeholders are in the process of producing a Code of Conduct, which will require that a strict set of rules are followed in compliance with environmental safety-from production to handling and depositing waste products.

#### PRINCIPLE 10:

Business should work against corruption in all its forms, including extortion and bribery

#### **ANTI-CORRUPTION**

#### **Vision**

We at Hoff Enerprenader AB are eager to establish our reputation by maintaining a zero-tolerance stance against corruption of any kind, including extortion and bribery. Our growth is dependent on our reputation; consequently, we insist on transparency within our company and business partners. Our suppliers and stakeholders are registered, and approved business owners and are governed by the Swedish Tax laws.

Regulations for the construction and civil engineering industries:

Quality management system

ISO 9001:2008

**Environment Management system** 

ISO 14001:2004

Special clearance identity code – ID06

With the introduction of ID06, the building sector has made a significant step forward in the fight against economic crime. Pre-registration, compulsory proof of identity and attendance reporting make it more difficult for unauthorized persons to be on the building site.

Swedish government clearance ID – The Swedish Fortifications Agency

FORTIFIKATIONSVERKET - is High-security defence management agency whose expertise is internationally acclaimed.

Hoff Entreprenader applies well-established UN guidelines on universal sustainability issues regarding global development:

#### UN GLOBAL COMPACT

Hoff Entreprenader recognizes common global challenges and has taken an active stance towards a sustainable global development through engaging and being a contributing member of the UN Global Compact Act since 2013.

#### 3. Financial Transparency and Business Ethics

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Hoff Entreprenader AB maintains a zero-tolerance stance against corruption of any form, including extortion and bribery. Our growth is reputation dependent consequently we insist on transparency within our company and business partners. Our financial reports are registered and approved by the Swedish Tax laws. Hoff Entreprenader is AAA credit-worthy company whose annual financial reports are visible to the public.

#### **Progress**

We are a growing organization and take pride in dealing with well-established suppliers and partners whose policies strongly oppose corruption and are openly engaged in transparency acts. Our goal and interest are to continue collaborations with partners and stakeholders whose policies are ethical, only those registered by Swedish tax department and are abiding by the laws on transparency and can be supported by financial declarations. Furthermore, we only receive and make payments against clear supporting documentation. Hoff Entreprenader works in close collaboration with a certified and well-established accounting company to oversee our books and financial declarations. We also outsource to an invoicing company for easier documentation and tracking payments.

#### Results

We have not been involved, registered, or informed of any corruption practices. We strive to uphold a good reputation and would, therefore, discontinue any alliances and apply severe repercussions should any of our employees or business partners breach our trust.

We will look into establishing a zero anti-corruption tolerance throughout our business which our partners and staff will be required to sign.

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#### A Locally engaged community builder

#### **PROJECTS - Community Participation**

We have long-standing support for sports and youth organizations.

Hoff Entreprenader AB currently sponsors

Limhamn Hockey ice hockey club in Malmö,

The LB07 football club in Malmö,

HK Malmö handball club,

Anti-bully organization in Swedish schools.

The Malmö Flickörna gymnastic association.

These sponsorships are annual, and we review these groups before extending support renewal. Furthermore, we donate to UN Global Compact.

We have had an extended sponsorship period with Malmö Redhawks hockey club, And formerly BK Höllviken Football Club

We have over the years supported a variety of organizations and initiatives with smaller amounts.

We at Hoff Entreprenader AB are pleased to be proactively involved in our community projects. We do not restrict our efforts to sports alone, we also support and donate to organizations whose aims include; enhancing the safety and creativity in our society and helping the youth reach their full potential through mentoring, engaging, and stimulating through active involvement, and non-discriminating atmospheres. We believe that support, encouragement and providing financial assistance promote learning opportunities and are the way forward into a more sustainable future.

### www.hoffentreprenader.se







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Lagar och föreskrifter	Fastställd/	Senaste ändring	Placering/	Berörd enhet
Golvbranschen	omtryckt	anuring	digital plats	beroru ennet
GBR Branschstandard för	2010		golvbranschen.s	Företagsledning
bestämning av RF i	2010		e golvbi alischen.s	Toreugsteaming
normaltorkande golvavjämning				
GBR Branschstandard för			golvbranschen.s	Företagsledning
bestämning av			e	0 0
avjämningsmassans				
ytdraghållfasthet och vidhäftning				
till underlag 1-2012				
GBR Branschstandard för	2014-09-01		golvbranschen.s	Företagsledning
golvbeläggning av plast i			e	
våtutrymmen – Generella				
materialkrav för VT-godkännande				
GBR Branschstandard för	2014-09-01		golvbranschen.s	Företagsledning
väggbeklädnad av plast i			e	
våtutrymmen - Generella				
materialkrav för VT-godkännande				
GBR Branschstandard GBR-metod	2008-03-01		golvbranschen.s	Företagsledning
2008:1 – Test av			e	
alkalibeständighet				
För golv och vägg				
GBR – Trägolv på golvvärme –	2-2005		golvbranschen.s	Företagsledning
basinformation, branschriktlinjer,			е	
nomenklatur				
Säkra våtrum – GVKs	2011		gvk.se	Företagsledning
branschregler för tätskikt i våtrum			8,	
Naturvårdsverket				
Naturvårdsverkets allmänna råd	2004-12-		naturvardsverket.se	Ansvariga chefer
om buller för byggarbetsplatser	09			
(NFS 2004:15)				
Kopplade till 2 kap och 26 kap 19§ i				
Miljöbalken)				
Standarder				
SS-EN ISO 9001:2008	2008-11-20		sis.se	Företagsledning
Ledningssystem för kvalitet – krav	<u> </u>			
ISO 9001:2015 DIS			<u>sis.se</u>	Företagsledning
SS-EN ISO 14001:2004	2004-11-15		sis.se	Företagsledning
Ledningssystem för miljö – krav				
ISO 14001:2015 DIS			<u>sis.se</u>	Företagsledning
Kemiska produkter				
Förordning om kemiska produkter	2008-05-	2014-06-12	<u>notisum.se</u>	Företagsledn
och biotekniska organismer	08	SFS 2014:431		ing
(SFS 2008:245)				Miljö
Kemikalieinspektionens	2008-05-	2014-11-19	<u>kemi.se</u>	Företagsledn
föreskrifter om kemiska	14	KIFS 2014:5		ing
produkter och biotekniska				Miljö
organismer				
(KIFS 2008:2)				

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Lagar och föreskrifter	Fastställd/ omtryckt	Senaste ändring	Placering/ digital plats	Berörd enhet
Brandskydd				
Allmänna råd om systematiskt brandskyddsarbete (SRVFS 2004:3)	2004-02-06		msb.se	Företagslednin g
Avfall				
Avfallsförordning (SFS 2011:927)	2011-06-30	2014-09-16 SFS 2014:1076	notisum.se	Företagslednin g Miljö
Kommunala riktlinjer för avfallshantering			Kommunens hemsida	Alla
Naturvårdsverkets föreskrifter och Allmänna råd om hantering av Brännbart avfall och organiskt avfall (NFS 2004:4)	2004-04-14		naturvardsverket.s e	Företagslednin g Miljö
Arbetsmiljö				
Lagen om skydd mot olyckor (SFS 2003:778)	2003-11-20	2014-06-27 SFS 2014:688	<u>notisum.se</u>	Företagslednin g
Förordning om skydd mot olyckor (SFS 2003:789)	2003-11-20	2014-10-07 SFS 2014:1223	notisum.se	Ansvariga chefer
Systematiskt arbetsmiljöarbete (AFS 2001:01)	2001	AFS 2008:15 AFS 2003:04	www.av.se	Ansvariga chefer

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Internt fastställda styrande dokument	Förvaringsplats	Utgåva/version
Agenda för ledningens genomgång	Kontor/server	
Checklista vid arbetsplatsolycka	Kontor/server	
Fastställd kompetensmatris	Kontor/server	
Kalibreringsjournal	Kontor/server	
Kundavtal	Kontor/server	kontraktsdatum
Leverantörsavtal	Kontor/server	
Miljöutredning	Kontor/server	
Plan interna revisioner	Kontor/server	
Projekthandlingar	Arbetsledare	
Underhållsplan utrustning	Kontor/server	
	,	

Blanketter	Förvaringsplats	Utgåva/version
Avvikelseblankett/ÄTA	Kontor/server	
Avvikelsejournal	Kontor/server	
Kalibreringskort	Kontor/server	
Kalibreringsjournal	Kontor/server	
Kompetensmatris	Kontor/server	
Lagefterlevnad	Kontor/server	
Leverantörsbedömning	Kontor/server	
Mallar	Förvaringsplats	Utgåva/version
Kvalitetsplan för uppdrag	Kontor/server	
Miljöplan för uppdrag	Kontor/server	

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### Bilaga 3 Redovisande dokument

Dokument	Förvaringsplats	Arkiveringstid
Anbudsförteckning	Kontoret	Uppdateras löpande
Avvikelserapporter	Ledningens representant	2 år
	för kvalitet	
Avslutade kontrakt	Kontoret	8 år
Bokföringshandlingar	Kontoret	8 år
Kundfakturor	Kontoret	8 år
Kvalitets- och	Ledningens representant	Tidigare giltig utgåva
miljöledningssystem	för kvalitet	
Leverantörsbedömningar	Kontoret	4 år
Leverantörsförteckning	Kontoret	2 år
Personalhandlingar	Kontoret	Under anställningstid
Projekthandlingar	Arbetsledare/arkiv	2,5 år
Protokoll från interna	Ledningens representant	2 år
revisioner	för kvalitet	
Protokoll från ledningens	Kontoret	2 år
genomgång		
Tidrapporter	Kontoret	2 år
Uppföljning av aktuella lagrum	Kontoret	1 år
Uppföljning av lagefterlevnad	Kontoret	1 år

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# Bilaga 4 IT-stöd

Typ av program/system	Programvara	Utgåva/version
Antivirusprogram	Norton	
Bokföring	Revisor	
Ekonomisystem	Manuellt	
Lönesystem	Manuellt	
Projekthantering	Bygglet (under uppstart)	
Ritsystem	CAD	
Ordbehandling, mm.	Microsoft Office	

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