

At JuhlerGroup, we uphold our legal and ethical responsibilities while satisfying our economic responsibilities as individual to pursue profitability by the modal proposed by Archie Carroll.

A chart clearly highlighting the structure of being a good global corporate citizenship.



Figure 1: Corporate Social Responsibility

CSR development of JuhlerGroup

Education World, UK and Principle People, Uk and Convision, Denmark are the companies either in the process of registering as member of UN Global Compact or practicing Corporate Social Responsibility at country level. Other than these three companies, all the operating companies within the group pledge their commitment as member of the UN Global Compact. They are active in the quarterly CSR meeting and the coming meeting in November 2018 will include all companies for the first time.

CSR of JuhlerGroup

We support a set of core values in the areas of human rights, labour standards, the environment and anti-corruption from the 10 principles of the UN Global Compact. Due to culture and the impact of CSR varying from country to country, each operating company can decide and design its own policy.

10 principles of UN Global Compact

[Human Rights]

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

[Labour]

- Principle 3: Business should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: The elimination of all forms of forced and compulsory labour;

Principle 5: The effective abolition of child labour; and

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

[Environment]

Principle 7: 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

[Anti-Corruption]

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

Human Rights policy within the JuhlerGroup

1. We support and respect the protection of internationally proclaimed human rights. We adopt the guidelines from the UN Global Compact on fair employment practice.
2. We uphold the freedom of association and the effective recognition of the right to collective bargaining.
3. We want to respect each employee among our temporary and permanent staff equally, irrespective of race, sex, age, religion, family status or disability. We reward temporary and permanent staff fairly, based on their ability, performance, contribution and experience.
4. We do not tolerate bullying or harassment of any kind among our permanent or temporary staff.
5. We will not employ children under the age of 17.
6. We will not use suppliers that do not have a clear and acceptable policy in regards to human rights, corresponding to our own.
7. If one of our staff feels exploited, bullied, discriminated or harassed the person in question is obliged to complain to the managing director of the individual company and/or the HQ of JuhlerGroup.
8. We will check on a regular basis, that all companies in our group understand, accept and execute our policy in regards to Human Rights.
9. As a freedom to innovate, we encourage idea-sharing in order to create together a better work environment together.

Our Priorities

1. Environment

1.1 Minimizing environment impact of our operations

Other than support the “Plant a Tree Campaign”, we also promote the issuing of e-version of invoices to clients, encouraging clients to accept the e-version.

:: “Plant a Tree Campaign”



2018 is the third year we committed to the “Plant a Tree Campaign”. We still commit ourselves to planting a tree for each assignment we fill.

Trees we planted are located in Southern Bahia and Northern Espírito Santo states of Brazil.

11,800 of trees in 2016

15,240 of trees in 2017

13,100 of trees as at 3Q 2018 **Total 40,140 of trees**

1.2 Supporting environmental conservation initiatives

We realise that plastic pollution of the oceans is a serious problem, and hope to contribute further as good corporate citizens. We have been discussing the promotion of the movie “Plastic Ocean” as an internal event to promote awareness before organise the Garbage Collection campaign locally.

A beach cleaning activity is a part of the CSR campaign in our group. We encourage all companies to have the same activity during this summer. Those companies can organise this campaign together with a picnic or BBQ as a bonding exercise after the volunteer work. Very positive feedback was received from those who participated.

1.3 Solar Panel and Forest investment

JuhlerGroup decided to cover our total electricity consumption through green investments. Nordic Solar Energy – a Danish Solar Cell company is the partner in the project to calculate

how much we need to invest in proportion to our energy consumption if we want to be CO2 neutral. The goal of JuhlerGroup is to cover 100 percent of our CO2 emissions within the group.

In 2017, our annual consumption of electricity was equivalent to that of about 7,744 normal households in Denmark. It is our goal to be CO2 neutral in the long term. We want to invest not only for profit, but also to benefit the environment.



Green energy production in 2016

Green energy production in 2017

619.569 kWh



581.571 kWh

Saving the planet **310 ton CO₂**

Saving the planet **291 ton CO₂**

Juhler Holding A/S invested in land and planting trees in Latvia for long term investment, can expect to receive a return from this project and also support our CSR goals.

2. Employee engagement

2.1 Ongoing training and survey

As CEO of JuhlerGroup, Mr Erik Juhler always asserts that our staff are the most important assets in the company, ongoing training and regularly survey feedback are the essential tools to the group.

Onboarding, a HR Ecosystem to ensure that the organisational integration of new hires is a necessarily structured Onboarding approach. We believe with an essential Onboarding program we can retain staff longer, not only saving costs on staff turnover, but also aiming to get staff to adapt to the company culture quickly so they can start to contribute efficiency.

The measurement system across six dimensions – culture, compliance, connections, collaboration, competence and results, in order to demonstrate how far the new hires have come on in the Onboarding process.

2.2 Anti-harassment policy

Zero tolerate of any type of harassment within our organisation, even towards temp candidates employed in our clients' workplaces. The employee handbook and contracts for temp candidates shall highlight this clearly, especially the procedure for reporting any cases of such behaviour.

The Positive Work Environment Policy from Temp-Team UK is essential as a reference for the others.

Statement of "Positive Work Environment"

The organisation is committed to creating a harmonious working environment, which is free from harassment and bullying and in which every employee is treated with respect and dignity.

It is committed to ensuring that individuals do not feel apprehensive because of their religious belief, gender, martial/civil partnership status, sexual orientation, race, age, disability or as a result of being subjected to any inappropriate behaviour.

Harassment and bullying are unacceptable behaviour at work and will be treated as misconduct, which may include gross misconduct warranting dismissal. All employees must comply with this policy.

2.3 Workforce diversity

Juhlergroup is committed to diversity and the inclusion of all individuals. We want to ensure that individuals are selected, promoted and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities.

All JuhlerGroup employees have a responsibility to assist the Organisation in achieving:

- Not discriminating in the course of their duties against fellow employees, candidates or temporary workers.
- Not including or attempting to include others to practice unlawful discrimination.

In addition, all managers are responsible for:

- Creating an environment of open dialogue at all times.
- Bringing to the attention of all employees that they will be subject to disciplinary action for failure to adhere to this policy.

The board also showed concern for diversity in gender and age for internal staff throughout the group. They urged each operating company to hire new employees by following the new diversity goals, especially those companies who have not meet the diversification balance in staffing.

CSR overview of each operating company



[Temp-Team Denmark]

Focus on CSR-activities 2018

- Temp-Team Herlev was the only branch which handed out the leftover 1,500 Refleks from last year. The event went well but they have a hard time to see how it benefits the business vs the time they spent. From the feedback of passengers, they were grateful to receive the Reflek but some thought they were a bit of an old school item. A young people does not even know what this Reflex can be used for. Overall, this is still a meaningful activity.
- This year, we donated the amount of DKK15,000 to “knæk cancer” an organization which is doing research for cancer-treatment.
- “Stress Coaching” the morning meeting for a small group of clients still carry on. Herning also organised a seminar relate to stress coaching with their expertise to connect with clients with extra miles.
- This year, Odense with a team of 28 people including families, another team from Kolding/Esbjerg with 17 participants, took part in the “Collect Trash on the Beach Day”. Everyone had a good time during the activity. Copenhagen office did the “sort out trash within the office”. Next year we expect more offices to join the garbage collection campaign.
- Sustainable merchandise
A candy called licorice is very popular in Denmark, and is sugar-free. This will replace our ongoing corporate item of normal candy, and the packaging is also FSC-certified. We also using paper folders instead of plastic folders when we go for client visit. We are also working on getting more sustainable bags for fairs and client visits, from a supplier who has SA8000 certification, a high standard of sustainable production. At the same time we propose not to order too many materials and try to order at least partially-sustainable products. We hope to achieve the goal of only order environment-friendly product in the near future.



[Temp-Team Norway, Access Professionals Norway]

Focus of CSR activities Oct 2017 to Nov 2018

- As the Privacy Act law will be implemented in May 2018, everyone - starting from July 2017 must have “a clean desk”. This means using even less paper than we do today.
- The company cars are all Hybrid, and we recommend everyone to use public transport as often as possible.
- The 20th of October 2018 is Refleks Day in Norway. This year we handed out about 12,000 Refleks early in the morning to those rushing to work or school. Refleks improves visibility and saves lives by highlighting road safety. Refleks were also given to kids and teachers at a primary school, patients and nurses at a hospital.
- In May 2017, we donated NOK380,000 for the education of young people in Syria, through The Norwegian Refugee Council. This education is a ‘mini program’ to make young people able to support themselves and their families, and if possible to start small businesses in different areas for example dressmaking, carpeting, building.
- In October and November 2017, we wrapped candies with pink and blue ribbons to support breast and prostate cancer. In addition to this campaign, we have made a donation to The Norwegian Cancer Society.
- 2018 is the second year we have made a donation to Redningsselskapet – a company whose mission is to save boats at sea.
- We are in the process of planning an internal campaign to involve everyone in starting to exercise, similar to the “Sykle til jobben” campaign from April to June 2017.
- We have a Treatment Insurance will provide our employees with faster treatment than through the public sector.
- We have a corporate health service “STAMINA” that can advise on problems at work, such as seating positions, psychosocial problems and other workplace challenges. A physiotherapist from STAMINA will be invited to give us a speech about how we can prevent damage caused by too much sedentary work.
- 2019 we will provide a service for all our employee where they can contact an economic advisor in case any difficulties surrounding their own finances. The contact information will be available on INTRA together with information regarding who to contact in case of drug abuse, alcohol abuse and gambling problems.



[Temp-Team Sweden]

Focus of CSR activities Apr 2017 to Mar 2018

▪ **Human Rights**

We care for the people around us and we want to do what we can to keep them safe in the traffic. We conducted a ‘Refleks-campaign’ where we handed out refleks to commuters and pedestrians in Malmö and Gothenburg in October 2018. This activity was an appreciated event and we ran as a fun team activity.

▪ **Labour**

We fulfilled the requirements for becoming an authorized recruitment company as well as being re-authorized as a staffing company.

Internal Staff underwent employment and labour law training with Almega – the Employers’ Organisation for the Swedish Service Sector.

▪ **Environment**

Temp-Team Sweden organised the garbage collection on 7th and 8th of June 2018, several bags of trash handled to the recycling center. The Gothenburg and Malmö teams had a good time doing the volunteer work in nice weather.

Earth Hour

We put our lights out for a bright future. We promote the event on social media to encourage people to join.

▪ **Anticorruption**

We received Bisnods top AAA rating.



[Temp-Team Finland]

Focus of CSR activities Dec 2017 to Nov 2018

Environment:

In 2017 we continued to promote the “Plant a-Billion Trees” where we plant one tree in the Amazon for every successful recruitment we conduct in Finland. To reduce our carbon footprint the staff is encouraged to travel efficiently by using public transport and bike when possible.

Digital invoices are almost exclusively used within the company today to further reduce the use of paper in our operation.

Temp-Team Finland also organised the “Refleks-campaign” where we handed out the left over Refleks from last year. We embrace equal opportunity and diversity. Managerial career opportunity can be applicable at local level.

We prefer sending promotional messages electronically instead of printing, and we give gifts only when it matters, with no mass postings.



[Temp-Team UK]

Temp-Team UK has been actively involved in specific strategy and policies since 2010.

CSR Activities 2018:

- We select a charity each summer and support it for twelve months. In 2017 and 2018 we supported CHUF, which is the Children's Heart Unit Foundation - a hospital for children with heart conditions. We raised nearly GBP4,000 by carrying out sponsored events, bake sales/raffles, a World Cup sweep.
- In June quite a number of employees took part in the Three Peaks challenges to raise funds.
- In August we started to support our chosen charity for 2018 and 2019, Pancreatic Cancer Action. We have a number of events organised to raise cash including dressing down day, a pool competition – we are charging our neighbours and clients to take part in the pool competition. Many male staff have volunteered to have their legs waxed to raise funds too.
- Other initiatives we have running also help to raise funds for instance football cards, sponsored events, as well as Body Shop Party online, the organiser has agreed to share profits from all purchases made with the charity.
- We organized a Beach clean activity with a team of 14 peoples included kids on 19th May 2018. Very positive feedback was received from them.
- We carry out the employee survey every year in the UK in October or November.
- Temp-Team UK purchase fresh fruits every week for our internal staffs.
- With the Modern Slavery, we have a confidential hotline set up for our temporary workers so they contact us for signposting if they think themselves or anyone they know are victims of modern slavery.



[Temp-Team Singapore]

- In support of “Plant a Tree” campaign, the information and logo added at the E-marketing and letterhead and invoice. After we receive feedback from client regarding e-invoice, we intend to implement them by stages in 2019. This will only happen after we finish two last boxes of paper and ink.

- In 2019, we plan to invite temp candidates to join the clean beach activity. This year the campaign been postponed due to a shortage of sales persons in the company.
- We informed clients that the mouse pads we promote in our campaign every year are made of recycled plastic.
- Following up on the feedback of the survey even is anonymous, we improve from the weaknesses spot by staff.
- The employee handbook was completed, to include PDPA, anti-harassment and equal opportunities.

CSR Goal

The CSR focus in 2019 will be to ensure the compliance of data protection in each company, and internal training and workshops have to be arrange to make sure all employees are aware of their responsibilities as an individual or a member within the organization. Each company puts a lots of effort in preparing the documentation and sharing it within the group to help the small-sized companies. We believe in investing in people to bring new heights of success in the future and share the contribution of positive social impact with the society we are operating in. Most of the companies already in the plan of organising more training locally for the development of a career path for everyone.