

COP FRAMEWORK



REK  M

NIGHTLIFE PROFESSIONALS

INDHOLD

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ABOUT THIS REPORT

With this report we want to share with our stakeholders, how we have made progress on CSR Activities during the financial year 2018 and what we plan to focus on in 2019.

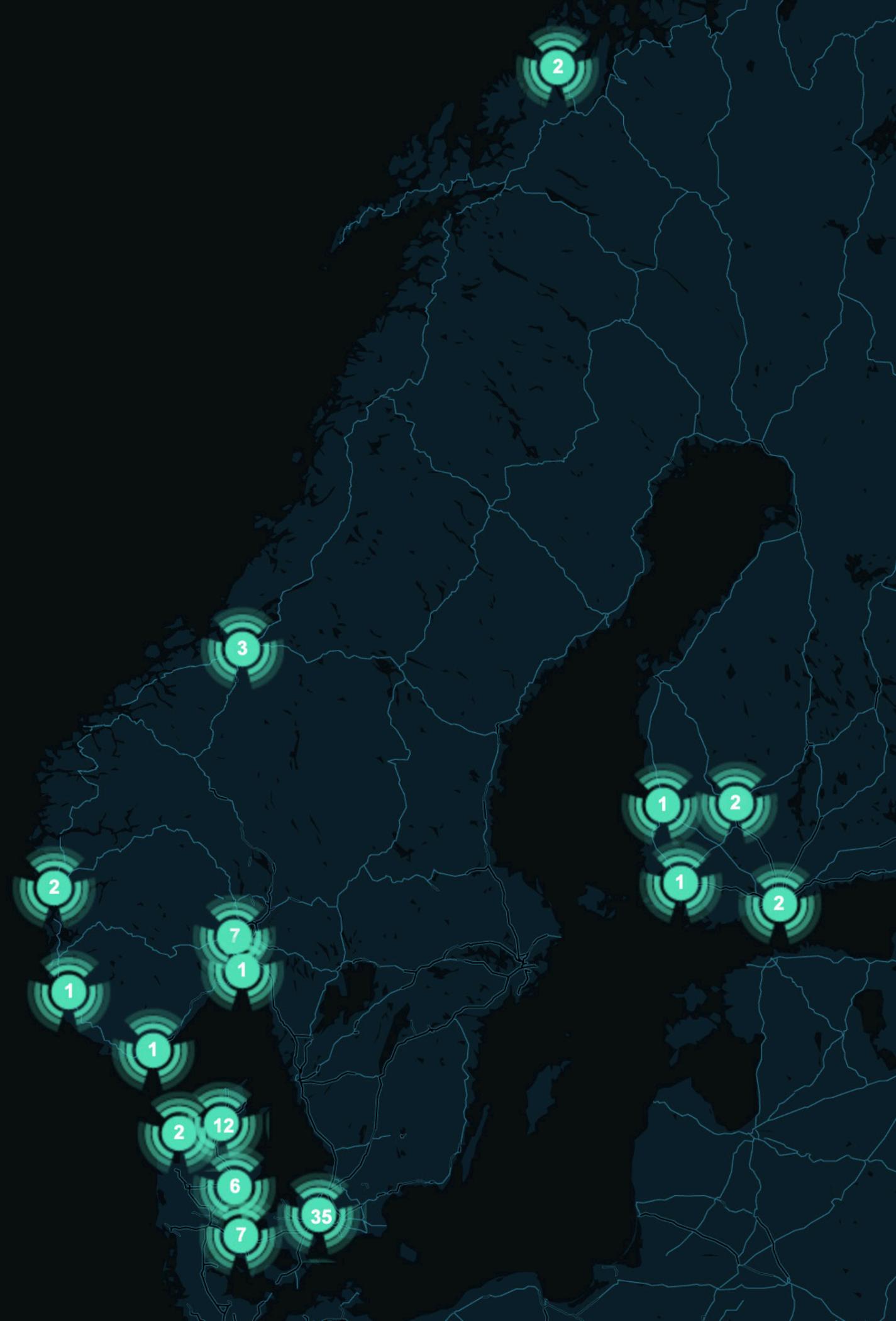
The report constitutes REKOM GROUP A/S' Communication on Progress (COP) report, which serves to document and communicate the way we work with the UNGC's 10 principles, to be become a more sustainable company. The report is prepared in accordance with section §99a and §99b of the Danish Financial Statements Act. The report presents our work with CSR in the financial year 2018, with focus on a specific venue in Denmark.



COMMUNICATION ON PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.



STATEMENT FROM CEO

Since opening our first venue in 2007, REKOM Group has grown into the biggest bar group in Scandinavia. Our vision is to keep accelerating this growth and over time become the world's largest bar group. This is a visionary plan requiring a long-term perspective and that we keep raising the bar in everything we do. While we strive for growth, we also take pride in acting responsibly in all aspects touched by our business. Ambition, integrity and responsibility have been in the DNA of REKOM since we started, and those values are still the cornerstones of our business today. We want to contribute to a safe, exciting and vibrant nightlife in the cities where we are present.

2018 has been an exciting year in many ways and our work with CSR is no exception. During the year, I proudly announce, that we have chosen to be a part of two initiatives, which main purpose is to raise the bar, inspire and do even more, to run our business in a responsible and sustainable manor - UN Global Compact and REGA (Restaurateurs' Guarantee Association). We operate in a highly fragmented industry with many independent market players and as the biggest market player in the Nordic market, REKOM has a clear mission to be a part of shaping the industry and contribute to raising standards.

We want to take an active role in the work to make the world a more sustainable place, and we feel, that our commitment to Global Compact and REGA is a big step in that direction. We will continue this journey in our work with the UNGC's Ten principles and our due diligence analysis in REGA, in the years to come and I am very excited to be a part of this journey with REKOM.

Therefore, I am pleased to confirm that REKOM Group A/S re-affirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption. In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.



Sincerely yours,

Adam Falbert

Chief Executive Officer and Founder

A handwritten signature in black ink, appearing to read 'Adam Falbert', written in a cursive style.

REKOM AT A GLANCE

REKOM Group A/S was founded in 2007. The idea behind REKOM was to create a common and strong foundation for opening more bars and developing new concepts. This idea quickly turned out to be beneficial and since then REKOM has grown rapidly and is today the largest nightlife group in Scandinavia.

We operate in the fragmented bar industry with many independent market players. As the biggest market player in the Nordic with 2,500 employees (the majority are part-time employees), REKOM has a clear mission to be part of shaping the industry and contribute to raising standards. We want to take an active role in relevant industry bodies and public networks and proactively engage in dialogues with authorities and political stakeholders on relevant business issues and corporate social responsibility (CSR) issues.

During the past years, we have worked to crystalize our corporate values and policies and as part of this process, we have adopted a holistic approach to CSR, as we systematically seek to prevent any negative impacts of our business conduct on human rights, labour rights, the environment and anti-corruption, while we also strive to contribute to sustainable development through strategic initiatives, incl. contribution to the sustainable development goals. This approach requires a constant effort to understand and integrate stakeholder expectations and systematically advance our activities for the benefit of the business, our stakeholders and society. We will continue this journey in the years to come, delivering on our vision.



REKOM is the largest bar group in Scandinavia



More than 2,800 dedicated employee



Clear focus on professionalism, responsibility and integrity



+10 million guests per year



More than 20 years of experience from the industry

REGA

In 2018 REKOM chose to be a part of REGA (Restaurateurs' Guarantee Association), which is the world's first industry-wide initiative that works specifically with Corporate Social Responsibility (launched in 2018). REGA's ambition is to create a solid foundation for a leap forward in the whole industry's work with CSR and by joining the initiative we wish to inspire our employees and others in our industry to create a more sustainable way of doing business.

As a member of REGA, REKOM is committed to prevent negative impacts on all three bottom lines while also engaging in activities contributing to sustainable development. REKOM will continuously conduct its due diligence in alignment with the global minimum standards for responsible business conduct; the UN Guiding Principles on Business and Human Rights and the OECD Guidelines on Multinational Enterprises, ensuring social, environmental and economic due diligence. Furthermore, REKOM will continuously engage in REGA activities in support of the 2030 Sustainable Development Goals. While REKOM has integrated sustainability measures throughout the company for several years, we have in 2018 with REGA taken a step further towards meeting our goal of running a sustainable business.

As part of our due diligence process, we have, based on a location in Copenhagen, Denmark, identified potential adverse impacts on social, environmental and economic sustainability as well as actions to prevent and mitigate such impacts. Furthermore, we have identified indicators to measure our progress and the effects of our preventative actions. In 2019-2020, we will assess our effectiveness against these indicators.

REKOM's due diligence process has to this date focused on bar operations in Denmark. As part of REKOM's commitment to CSR, REKOM will continuously work to ensure alignment of all company guidelines and activities with the policy commitment (see below: our commitment to sustainability). During the next three years, REKOM will expand its due diligence to both Norway and Finland.

UN GLOBAL COMPACT

In 2018 we proudly announced that we joined The UN Global Compact because we believe it is crucial to support and take part in such an exciting and necessary global corporate sustainability initiative. Becoming a signatory is an important step in further aligning REKOM's CSR approach with international standards and expectations. By signing up, we commit to implementing the 10 principles of the UN Global Compact within human rights, labour, environment and anti-corruption and as a part of joining UN Global Compact, REKOM has committed to annually communicate on progress (COP), as we do in this report.

MISSION

REKOM as an organization is based on the passion of wanting to create unique experiences for people who go out. What drives us is the ambition to develop and operate bar and club concepts that make the nightlife more exciting. We wish to have happy, motivated, service-minded and skilled employees and managers who are able to give our guests the positive experience that keeps them coming back. We are profit-oriented and at the same time, we take pride in doing business in a proper and respectable way.

VISION

In REKOM we are ambitious. We always strive to improve and grow. Our vision is to be the innovative market leader of the nightlife in Northern Europe. As an organization, we follow strategic plans for growth and we continuously seize any opportunities that may arise for us to grow.

VALUES

Because we have a lot of employees and because we constantly grow in numbers, it is important that we are consistent in the way we conduct our work and that we have a shared understanding of both how we treat each other and how we treat our guests, suppliers, stakeholders and the environment. This requires us to work on the basis of the same values no matter which venue or country. We have five values that unite us across the organization.

We are Quality-conscious

- We are aware that only the best is good enough
- We know and preserve our concepts
- We give the guests more than they expect
- Our service must be noticeable

We are Ambitious

- We set the bar higher
- We are innovative
- We have a winning mentality
- We are untiring

We create Happiness

- In REKOM, we focus on creating happy and committed employees
- We want our employees to feel joy in achieving success
- We want everyone to feel that he or she is valued

We are Responsible

- We take responsibility for our businesses, our community, and our employees
- We always lead the way and show the expected responsibility
- Our employees must know the importance of taking action - even when it is not expected

We are Reliable

- We keep our promises
- We want our guests to experience that we practice what we preach when they visit our venues
- We want to be known in our industry as the ones that can always be counted on

In 2018-2019 we have used a lot of time working with the mindset and values in REKOM and during 2019 we will roll out a whole new manifest throughout the Group, to create a more meaningful workplace for our employees, that supports our vision, mission and values.

OUR COMMITMENT TO SUSTAINABILITY

REKOM establishes and runs multiple bars, bodegas and night-clubs in Scandinavia. We provide venues and opportunities for our guests to fully enjoy their time for rest, leisure and holidays. In addition, we form an integral part of cultural life in Scandinavia. We will continue to develop innovative solutions for our guests to enjoy their right to leisure and take part in cultural life.

HOW WE DELIVER

As basis, we comply with national regulations, wherever we operate. With our considerable size in the industry we are also fully aware of our responsibilities to sustainable social, environmental and economic development. We will continuously identify, prevent or mitigate our potential adverse impacts that we may cause or contribute to on internationally agreed principles for sustainable development; human rights, including labor rights, the environment and the economy. When actual impacts occur, we will provide for access to remedy. We make our commitment to the principles referenced in UN Global Compact operational by applying the global standard from the UN Guiding Principles on Business and Human Rights (UNGPs) and the OECD Guidelines for Multinational Enterprises (OECD); and we will account for our actions.

SOME KEY CONCERNS

Our industry faces some particular risks for adverse impacts, where we intend to display extra due diligence. Consuming alcohol leads to adverse impacts on the right health; we promote responsible drinking. Discrimination, harassment and impacts on personal integrity will occur at our venues; we promote respectful interactions and safe environments. Creating such atmosphere and serving our guests, also during nighttime, require us to constantly be on top of our employees' well-being.

We need to diligently manage the impacts, that our neighbors will experience in particular in regard to noise from our venues and guests. We also depend on good relations with the authorities, but we will never engage in corrupt practices to enable such relationship.

WHAT WE EXPECT FROM OTHERS

We expect our employees to act in compliance with this commitment. Employees shall act to prevent or mitigate and raise concerns with their management, if they identify potential or actual adverse impacts involving our services or our business relationships.

We will also seek to prevent or mitigate adverse impacts, that may be directly linked to our operations or services by our business relationships by raising the expectation, that they commit and act to avoid causing or contributing to adverse impacts on human rights, the environment and anti-corruption; and that they address such adverse impacts, when they arise. Should un-attended adverse impacts occur in our value chain, we will use or build our leverage to make the business in question cease the impacts and demonstrate respect for human rights, environmental and anti-corruption principles.

EMBEDDING THE COMMITMENT IN ALL WE DO

Our commitment is publicly available and we will continuously communicate it internally and externally. Every three years we will revisit the commitment and ensure that it is continuously embedded in all our policies and processes.

OUR SUPPLIER RELATIONS

As mentioned in our commitment to sustainability, we will seek to prevent and mitigate adverse impacts, that may be directly linked to our operations or services conducted by our business relationships. In 2019 we will compile a Code of Conduct for our Business Relationships (CoCBR) that serves the purpose of ensuring that our suppliers demonstrate responsible business conduct in relation to managing risks of actual and potential adverse impacts in relation to internationally agreed principles on human rights (including labour rights), the environment and anti-corruption, as we do ourselves.



ASSESSING OUR IMPACTS

In 2018 we began assessing REKOMs risks by identifying potential adverse impacts on social, environmental and economic sustainability on a location based in Copenhagen. Afterwards we identified actions to prevent and mitigate such impacts. We identified 29 CSR risks that fall within the four statutory categories: Human Rights, Society and Employees, Environment and Anti-corruption.

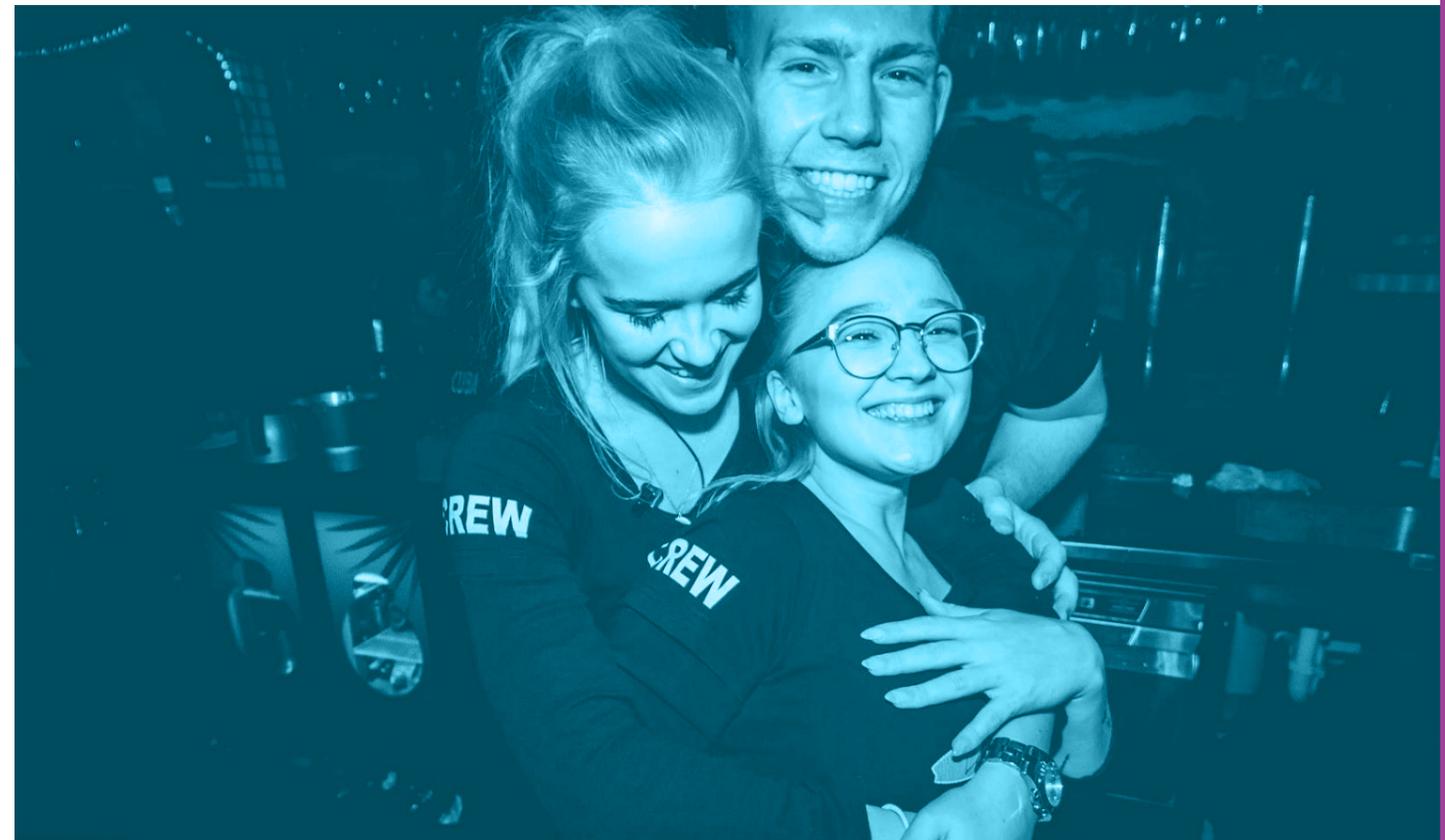
A. HUMAN RIGHTS AND LABOUR

In our human rights impact assessment we have identified 18 areas which REKOM Group might have adverse impacts on. In order to prioritize our efforts, we have conducted a risk analysis based on our findings in our human rights impact assessment. Based on this risk analyses, we have chosen to prioritize our efforts in 2019-2020 to focus on the following human rights:

- The right to safe and healthy working conditions
- The right to health
- The right to work
- The right to non-discrimination

THE RIGHT TO SAFE AND HEALTHY WORKING CONDITIONS

Ensuring the safety and security of our employees is one of the greatest responsibilities we have. We work in an industry where the working hours mainly are at nighttime and it can sometimes be hectic and tough work. Therefore, we have established a wide range of solid procedures, as well as continuous focus from management, employees and security personnel, to reinforce that safety and good working conditions, is always our top priority.



REKOM acknowledge that we may have adverse impacts on the rights to safe and healthy working conditions. To secure safety for our employees, all of REKOM's venues have an emergency and evacuation plan in place as well as fire extinguishing equipment. The evacuation plan is required by law and is part of our emergency procedure, that is well known to the staff. The fundamental elements of the procedure are visible at key locations at all our venues and are also covered by the Manager handbook. Staff are regularly trained in the evacuation plan in order to know and understand responsibilities in case of an emergency, and a step-by-step guideline is placed at all positions in case of emergencies. Managers also follow an evacuation plan checklist as part of the preparation for every opening night.

REKOM has during 2018 carried out an annual workplace assessment of all venues, annual employee appraisals and encouraged internal promotion and career development. In 2018, REKOM also introduced an investment program and had a satisfactory employee turnover rate. We have also during 2018 rolled out REKOM Academy to all employees across the Group to ensure that all our employees have not only the needed skills, but also know about and comply with the relevant policies and values in their daily work.

To give our employees the best conditions for a safe and healthy working place, we will, in collaboration with REGA, do a yearly employee impact survey, which works as a "employee feedback system". This ensures that our employees have the possibility to give feedback and express their concerns and/or experiences relating to the right to safe and healthy working conditions, and it gives REKOM insight in what we need to improve in order to care for our employees

THE RIGHT TO HEALTH

REKOM acknowledge that we may have adverse impacts on the right to health. It is essential for REKOM to ensure a safe and secure environment for our guests to go out and have fun. Our guests feel secure coming to our bars and clubs due to a high level of diligence and safety, and it is one of the reasons why they come back.

SAFETY AND SECURITY

REKOM has a strong partner in our professional security personnel, which we know are crucial to the safety at our bars, clubs and cocktail bars. Not only by checking ID and avoiding overcrowded venues, but also through diligence, proper training and strong service skills, they are part of ensuring the optimal experience for our guests. All our security providers are licensed and trained in multiple disciplines in addition to core security services, communication, first aid and handling situations where drugs and alcohol can be involved. Our security personnel also undergo further training in how to de-escalate conflicts and handle threatening individuals through dialogue. Our policy is that all guests must contribute positively to the venue atmosphere, which is why threatening or rowdy guests are handled professionally and are ultimately asked to leave. Together with regular feedback from our in-house security consultant, REKOM has a proactive and regular dialogue with the police on specific security risks and trends in the street scene. Digital cameras are placed in strategic positions at all our bars and clubs for the safety of our guests and staff. Video can be used to clarify any unlawful conduct and is provided to the police on request.

RESPONSIBLE DRINKING

We take a professional and respectful approach to guests who should not be served anymore alcohol. Our standard procedure is to offer the guest water to freshen up. Our bartenders are trained to recognize signs of intoxication and to act on early warning signs. Staff will be ready to arrange for safe transportation home for intoxicated or otherwise vulnerable guests. Security personnel at the door also make sure that guests are able to navigate safely home when they leave.

REKOM has a zero tolerance policy for the sale of alcohol to young people below the legal drinking age. Security personnel verify guest ID at the entry, and bartenders check ID at the bar when necessary. While it is legal to offer special events for young people from the age of 16, we have made the choice not to engage in this segment. We only allow adults older than 18 years into our bars, clubs and cocktail bars.

REKOM'S STAND ON RESPONSIBLE DRINKING

- Alcohol is served by professionals in a responsible way.
- No alcohol is served to young people below the legal drinking age.
- Guests who should not be served anymore alcohol are treated professionally and with respect.
- We create unique nightlife experiences – serving alcohol is just one component.
- We expect all employees to act as responsible ambassadors for the company when they are at work, at home or going out.
- We do not offer special events and private parties for young people under the age of 18.
- All marketing material is marked with responsible drinking statements and legal drinking age.



DRUGS

REKOM does not tolerate any kind of drugs at our bars, clubs and cocktail bars. Using drugs is illegal and incompatible with the nightlife experience that REKOM stands for. Individuals suspected to be under the influence of drugs are denied access to our venues, and guests who are caught doing drugs are quarantined and reported to the police.

Security personnel and operational staff are regularly trained in spotting individuals under the influence of drugs. All staff are expected to be aware of warning signs and to report potential incidents to the security personnel. REKOM's drug policy and procedure are formalized in the employee handbook and covered regularly at staff meetings at each venue.

THE RIGHT TO WORK

REKOM acknowledge that we may have adverse impacts on the right to work, which among others includes the right to a contract, as well as the adequate training to do your job as an employee. Most of REKOM's employees are young people working part time and are often taking their first steps onto the career ladder. We commit to provide decent and flexible working conditions for our employees, just as good employment terms and benefits strengthen retention and general employee wellbeing.

Therefore, we have implemented different procedures to ensure that, that is in fact what we do. We have implemented a system through our employee portal, with different levels of alarms that makes sure, that no employees can work until they have a signed contract. We also know that training and employee development are integral to ensuring high employee motivation and retention. To this end, we provide solid job introduction to new colleagues, on-the-job coaching and regular internal training courses, e.g. within service excellence, sales and various job-specific skills. Additionally, we are currently developing REKOM university, a programme offered to top



talents from our organisation providing the opportunity to be part of our 1-year management trainee programme, aiming to fast-track talents onto a professional career path with us.

In 2017 we introduced REKOM Academy - a dedicated employee training platform, covering pre- and onboarding of new employees, e-learning courses and international classroom training. As a part of the onboarding process, all new employees are required to complete the courses at the Academy platform before having their first shift, just as all other employees are expected to take part in ongoing training and skill development. The aim of the Academy is to provide efficient and high-quality training to our employees and in doing this, making sure all employees are and feel properly prepared for working in our company. We also believe that it will align skills and help build a consistent approach across the group. In 2018 we rolled out REKOM Academy in the whole group, including Finland and Norway.

We know, that different people, have different ways of learning, and because of this, we are planning to roll out REKOM Campus in 2019, which is a practical supplement to our online training platform. REKOM Campus consists of basic learning/training material, where new employees get to try out the different workflows and basic skills in their position within the first month of their employment at a REKOM venue. Furthermore, we plan on offering different advanced courses for all employees, which includes service courses, advanced cocktail courses and much more.

THE RIGHT TO NON-DISCRIMINATION

In terms of discrimination, we acknowledge that REKOM may have adverse impacts on the right to non-discrimination both in terms of our guests and employees. REKOM wants to ensure that the nightlife and our bars, clubs and cocktail bars are open to anyone who wants to contribute in a positive way. We have adopted two charters serving as our policies preventing discrimination at our bars and clubs:

- 1.** Diversity Charter developed by the industry association for Denmark's restaurants and cafés (DRC) aligned with the UN Guiding Principles on Business and Human Rights.
- 2.** Charter for a fair nightlife without discrimination developed by the industry association HORESTA, DRC (Danish Restaurants and Cafes) and the City of Copenhagen.

By adopting these charters, we commit to ensuring equal treatment of guests and to implementing the necessary measures to prevent discriminatory behavior. The charters specify the human rights dilemmas in play and provide guidelines and actionable measures for tackling these.

As part of this, we clearly display our rules for entry, which apply to everyone irrespective of nationality, ethnicity, skin color, sexual orientation or belief. Furthermore, we instruct staff and security personnel in the company's diversity policy and regularly follow up on enforcement. Moreover, we engage in dialogue with individuals on the legitimate reasons for rejections, whenever necessary.

Therefore we have secured adequate training in anti-discrimination for all employees, with guidelines and charters concerning anti-discrimination. We have also secured adequate training in conflict management for all employees. Furthermore we have a visible customer complaint system through the App

“stamped” (“Stemplet” a collaboration between Copenhagen municipality, HORESTA, DRC, REKOM and others in the night life industry). We also make sure our security personnel have the adequate training in anti-discrimination, which is obligatory for them as well.

DIVERSITY

Regarding discrimination in terms of gender composition, REKOM recognizes the importance of attracting, developing and retaining the right talent of all genders, which are chosen solely because of their professional qualifications. We are aware that diversity among employees is a strength, and that gender composition, and an equal gender balance, not only enhances our international work environment and job satisfaction, but also helps us get more perspectives into our business processes and give our customers a much better experience in our bars.

To reach our goals and to prevent adverse impacts, REKOM makes sure that all gender specific language is eliminated from all job descriptions. Furthermore we annually report on representation in the board of directors and top management as of 2018. We also continuously seek to uphold the equal representation of men and woman in our bars and use statistics on representation of men and women amongst management staff in order to improve the representation in cases of underrepresentation, and to motivate and encourage underrepresented gender to seek career moves in the company.

BOARD OF DIRECTORS

REKOM did not set targets for the underrepresented gender in 2018, but following CataCaps acquisition of REKOM in May a new Board of Directors was established. The Board currently consists of men only, however we are in the process of finding female candidates for the Board. We have set targets for women on the Board, so that we will have minimum one female



MANAGEMENT

For other management levels, REKOM seeks to increase both the number and the proportion of women. In 2018, we succeeded in increasing the number of our female middle managers, so we have approx. 30% female middle managers. REKOM is constantly working to improve and secure the right conditions for both sexes to utilize their competencies and achieve management responsibility.

In 2019, REKOM will continue focusing on attracting and hiring employees of both genders on an equal basis. And REKOM also aims to increase awareness about career opportunities for all employees with a particular focus on the underrepresented gender, and to encourage female candidates to pursue their career goals in the Group.

B. ENVIRONMENT

In our environmental impact assessment we have identified 4 areas which REKOM Group might have adverse impacts on. In order to prioritize our efforts, we have conducted a risk analysis based on our findings in our environmental impact assessment. Based on our risk analyses, we have chosen to prioritize our efforts in 2019-2020 to focus on the following human rights:

- Water consumption
- Use of chemicals
- Waste management
- Noise emissions

We have analyzed each of these and come to the conclusion that our potential severe negative impacts is limited and mainly stems from energy and water consumptions at our bars, clubs and cocktail bars, as well as waste management.

The environmental areas that REKOM may have severe adverse impacts on are mainly areas which we are linked to through our suppliers. Therefore we are planning to establish a code of conduct to all our suppliers in 2019, where we of our suppliers require to conduct and submit regular impact assessments on social, environmental and economic sustainability. This, amongst other, makes sure, that our beverage suppliers, which is some of our biggest business partners, accounts for specific adverse impacts in relation to use of water and waste which we know is a challenge for that industry.

Through REGA, we attend initiatives and workshops, which seeks to debate and develop sustainable solutions for cleaning materials, waste, package solutions amongst other.

As a result of the relatively limited impact on climate and the well-regulated market, REKOM does not have any formal environmental policy in place. REKOM is environmentally aware and works to reduce the environmental and climate impact of business operations. In 2019-2020, the Group intends to conduct a comprehensive environmental and climate impact assessment of business operations to provide a better understanding of organizational challenges and opportunities which will result in the development of an environmental policy.

C. ANTI-CORRUPTION

In our impact assessment on anti-corruption we have identified 7 areas of risk. In order to prioritize our efforts, we have conducted a risk analysis based on our findings in our impacts assessment on anti-corruption. Based on the risk analysis. We have chosen to prioritize our efforts in 2019-2020 to focus on the following areas of risk:

- Inaccurate books and records
- Bribery of any sort

In terms of inaccurate books and records, we acknowledge that REKOM may have adverse impacts regarding this area.

By conducting business in a responsible way, we limit risks of corruption and build trust with our stakeholders. Employees in the nightlife industry handle both large amount of cash payments and products. With day-to-day handling of cash and products, there is a risk of wastage and loss. To minimize these risks, REKOM has introduced a range of solid compliance and control measures to ensure that the handling of money is done in a responsible way. This includes creating a policy in our employee handbook, that states that REKOM has a zero-tolerance policy towards any use of black money and moonlighting. Furthermore, we have implemented digital payment solutions and cashiers at all positions at all our venues, which provide an oversight of all transactions, as well as reduces the volume of cash payments and thereby the risk of loss. This initiative also allows financial tracking so managers can monitor deviations from performance indicators and take actions on early warnings. Venue surveillance and cash register checks have a preventive effect and provide oversight. In case of variations in performance indicators, use of mystery shoppers helps spot check compliance with procedures.

In terms of bribery of any sort we acknowledge that REKOM may have adverse impacts on risks regarding corruption. To minimize these risks, REKOM will during the years 2019-2020 develop explicit guidelines to improve transparency and predictability concerning acceptance of gifts and procedure for approval. Furthermore REKOM plans to develop a gift log, which will show even more transparency.

MEASUREMENT OF OUTCOMES

After finishing our first impact assessment and prioritizing our efforts on Human Rights and Labour, Environment and Anti-corruption, we have chosen specific indicators, to measure the effectiveness of our actions. These indicators specifically address actions to prevent negative impacts, and as part of our due diligence and our continuous reporting on our CSR efforts we will communicate on our effectiveness once we have completed our first measurement.

Impact survey

In collaboration with REGA, we will do a yearly employee impact survey, which works as a “employee feedback system”, which ensures that our employees have the possibility to give feedback and express their concerns and/or experiences, which relate to Human Rights and Labour, Environment and Anti-corruption. Through the survey we can measure incidents and it can help us become aware of concerns regarding the different areas and what we need to improve.

STEMPLET

We have a visible customer complaint system through the App “stamped” (“Stemplet” a collaboration between Copenhagen municipality, HORESTA, DRC, REKOM and others in the night life industry). The complaint system can help measure the number of complaints from our guests and handle them in a responsible manor, which follows the guidelines in UNGC.

We will keep evolving our measurement of outcomes and add new ones, as we progress in our work with sustainability and the UN Global Compact.

