COMMUNICATIONS ON
PROGRESS
2020

Our story

Danoffice IT was established in 1995 and provides IT infrastructure and solutions to international organizations and businesses worldwide. We provide IT equipment and services to more than 180 countries worldwide.

Our Vision is **"Sustainable IT Solutions, anywhere, anytime, any way"**.

Our IT portfolio includes hardware, software, consulting and services and covers all leading brands. Our technical staff has a broad and deep knowhow in IT infrastructure and solutions and assists our customers all over the world.

Since 1995 we elaborate of experience on exclusively supplying and servicing International Organisations, Governmental, Intergovernmental and Non-Governmental Organisations and B2B partners operating worldwide. We are especially proud of having the United Nations as our customer.

We cooperate very closely with our customers throughout the entire process from analysing needs, supplying the needed IT equipment, installing the solution and offer a number of valuable after sales services. A holistic approach which brings VALUE to the customer and return on their investment.

Our Commitment and Values

At Danoffice IT we focus on four core values:
- Customers
- Climate
- Integrity
- Competences

Customer focus - "Together we'll make it happen"
Entering a partnership with something as important as our customers' organizations comes with commitments. We take on these commitments, when we work for and with our customers, when we listen to their needs and when we see the world through their eyes. We are present both globally and locally. This is our customers' assurance that it's never far from thought to action. When our customers need it, we are quick on the trigger: We keep our word and make things happen.

Climate focus - "Together we make an imprint on the future"
We care for the environment and take responsibility on behalf of both us and our customers when we are searching for, demanding and recommending the most sustainable IT solution. We strive to optimise and demand deliveries that optimise global recirculation. Together, we can contribute to a development in the right direction and make a positive imprint on the future.

Integrity - "Together we earn mutual trust"
Our IT consultancy is impartial. For us, this is important to ensure trust and credibility in our partnership – and this is essential in order to earn the right to be the preferred IT partner for our customers. When we give advice, we take into account what our customers want to achieve – and what they would prefer to avoid. Their wishes and their perspective are our first priority. Our customers will find that they will be challenged to ensure they really get the best solution in the quality they demand.

Our Commitment and Values

Competences "Together we are a strong match"
Our customers get access to strong competences and unique expertise – matching the IT solutions and the consultancy we provide to national and international organisations, public institutions and private companies. Our extensive experience will greatly benefit our customers. Their business goals are our shared goals. We make things happen, because progress, quality and results are deeprooted in our culture and DNA.

Our customers are always our first priority. We are committed to serve their needs regarding IT infrastructure, solutions and logistics no matter where they are in the world. This is important to ensure trust and credibility in our collaboration – and essential in order to earn the right to be their preferred IT partner.

Submitted, June 29, 2021 by

Lars Baun Jensen
CEO
Danoffice IT

THE GLOBAL GOALS
For Sustainable Development

UNITED AGAINST CORRUPTION

Facts about Danoffice IT

Offices Denmark Switzerland USA	Revenue Mill $ **171**	**Founded** **1995**
180 End user countries	Global Compact Member since **2007**	Aid and relief revenue split Mill $ **110**
Gender Split Percentage **67/33**	UN & NGO LTAs: **45**	**+2400** Customers served
Facts **2020**	Toners recycled **5700**	**127** Employees

Sustainable
IT solutions
anywhere,
any time,
any way

Content

Corporate Social Responsibility & The Global Compact

Danoffice IT CSR is built on our Corporate Values, our DNA
The commitment of our employees and shareholders to live those core values is in our DNA. With our CSR program we wish to be responsible for the impact our activities have on colleagues, partners, customers and communities around the world.

Our CSR is two-folded and based on The Global Compact and The Sustainable Development Goals:

The Sustainable Development Goals Path
Danoffice IT is proud of our membership of "The Global Compact" and fully supports its policies. Our Communications on Progress (COP) ensure transparency on what we do, how we operate and how we invest. The COP drives us to perform with the highest standards of good governance and ethics through how we do business. This is our annual COP report, where you can read more about our work on The Global Compact.

Danoffice IT is member of the UN Global Compact which is the worlds largest sustainability & citizenship initiative. A network based initiative with the Global Compact Office and six UN agencies at its core.

The Global Compact involves all relevant social actors: companies, whose actions it seeks to influence; governments, labour, civil society organisations, and the United Nations as an authoritative convener and facilitator.

The Global Compact
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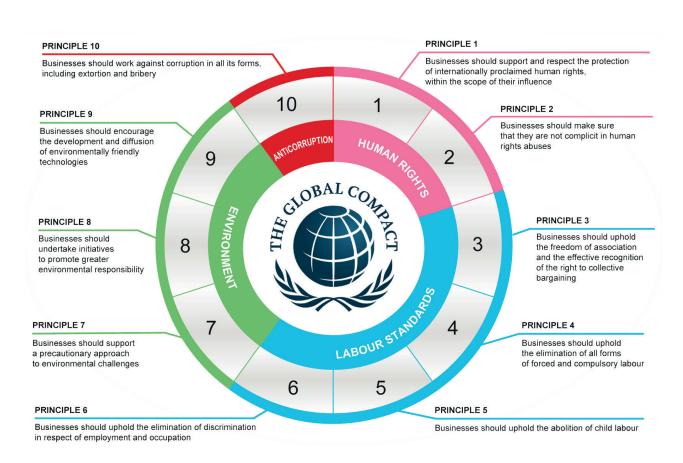
Corporate Social Responsibility & The Global Compact

The Ten Principles of the UN Global Compact

Corporate sustainability starts with a company's value system and a principled approach to doing business. This means operating in ways that, at a minimum, meet fundamental responsibilities in the areas of human rights, labour, environment and anti-corruption. Responsible businesses enact the same values and principles wherever they have a presence, and know that good practices in one area do not offset harm in another. By incorporating the Global Compact principles into strategies, policies and procedures, and establishing a culture of integrity, companies are not only upholding their basic responsibilities to people and planet, but also setting the stage for long-term success.

The UN Global Compact's Ten Principles are derived from: the Universal Declaration of Human Rights, the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.

PRINCIPLE 10
Businesses should work against corruption in all its forms, including extortion and bribery

PRINCIPLE 9
Businesses should encourage the development and diffusion of environmentally friendly technologies

PRINCIPLE 8
Businesses should undertake initiatives to promote greater environmental responsibility

PRINCIPLE 7
Businesses should support a precautionary approach to environmental challenges

PRINCIPLE 6
Businesses should uphold the elimination of discrimination in respect of employment and occupation

PRINCIPLE 1
Businesses should support and respect the protection of internationally proclaimed human rights, within the scope of their influence

PRINCIPLE 2
Businesses should make sure that they are not complicit in human rights abuses

PRINCIPLE 3
Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

PRINCIPLE 4
Businesses should uphold the elimination of all forms of forced and compulsory labour

PRINCIPLE 5
Businesses should uphold the abolition of child labour

THE GLOBAL COMPACT

ANTICORRUPTION   HUMAN RIGHTS   ENVIRONMENT   LABOUR STANDARDS

10 1 2 3 4 5 6 7 8 9

THE GLOBAL GOALS For Sustainable Development

3 GOOD HEALTH AND WELL-BEING
5 GENDER EQUALITY
8 DECENT WORK AND ECONOMIC GROWTH
10 REDUCED INEQUALITIES
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
15 LIFE ON LAND

UNITED AGAINST CORRUPTION

Corporate Social Responsibility & The Global Compact

Human Rights
Principle 1: Businesses 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: Businesses 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: Businesses 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

We all have a responsibility for the environment and for looking after each other, but as an international company with influence and means we carry an even greater responsibility than ordinary. Danoffice IT is devoted to making UN Global Compact a success and alongside with other dedicated members, strives to create awareness and set new standards for good governance.

Anti-Corruption
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

At Danoffice IT we consider corruption as a substantial obstacle to economic and social development around the world. It has negative impacts on sustainable development and predominantly sustains poverty.

Danoffice IT's position on corruption is not to take part, or to accept, any form of fraud or corruption. The company is determined to prevent, detect and deter any form thereof. This has been our position since our foundation in 1995 and we are proud to say that our company has never been involved, accused or convicted of any form of fraud or corruption.

The company defines bribery as an act on offering or receiving money, goods or other forms of recompense from a business associate in exchange for an alteration of their behavior to the benefit or interest of the giver that the recipient would otherwise not alter.

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Corporate Social Responsibility & The Global Compact

Whistle Blower Hotline
If any business associate to Danoffice IT has knowledge or suspicion of fraud and corruption in regards to an employee of Danoffice IT or any associated business partners to the company, it is strongly requested immediately to engage the anti-corruption whistle blower hotline on any knowledge or information of corruption.

Any business associate is requested to use whistleblower@danofficeit.com to inform the company management of this crime.

Employee commitment on anti-bribery
All employees at Danoffice IT have signed acknowledgement letter confirming to have read and understood the company's policies on anti-bribery.

ISO 37001 certification on Anti Bribery Compliance
In June 2020 we obtained the Anti-Bribery Management System (ISO 37001) certification for Svendborg (Denmark), Switzerland and the USA. With this certification employees have the basic understanding of the Anti-Bribery & Corruption (ABC) zero-tolerance policy, procedure and documents. The certification has been done in collaboration with Bureau Veritas.

Corporate Social Responsibility & SDG's

SDG #3 Good Health and Well-Being

We Run for a Purpose

Our staff is our most important resource wherefore we strive at keeping our staff mentally and physically fit. We have implemented a "healthy diet" program, with natural foods, organic foods, whole foods and vegetarian foods, in our daily cantina and follow WHO recommendations on healthy diet to maintain health and prevent risk of obesity, heart disease and diabetes.

During the year all employees are encouraged to "Run for a purpose". Danoffice IT finds a project we wish to support and thereafter all employees run or walk once or twice a week during work hours. At the end of the year, all walks and runs are summed up and Danoffice IT donates an amount of money for a good cause.

SDG #5 Gender Equality

We Support TechGirls

Based on the staff activities in "Run for a Purpose" for 2020, Danoffice IT has chosen to continue the support of the TechGirls program via Peace Innovation Foundation. Danoffice IT has made a donation to support the talented young woman, Martha, so she can continue her tech studies at the University of Ghana. She dreams of becoming a programmer so that she can develop innovative software for the hospitals in Ghana, and she is now one of the best students in her class.

About Peace Innovation Foundation and TechGirls

Peace Innovation Foundation's TechGirls program aims at encouraging young women in developing countries to pursue a career in technology or science. TechGirls will change the lives of these talented girls, their families and communities; and will create the future women technology leadership elite of their countries. TechGirls supports talented young women from less privileged backgrounds to become the next tech leaders. TechGirls helps the girls to afford the tuition, room and board to study at a college or university in their home country. However, TechGirls is much more than a traditional scholarship program. TechGirls creates opportunities to gain experience beyond academic education, specifically in the areas of leadership and entrepreneurship. Therefore, TechGirls is not a charity program – it actually helps promoting talents and provides opportunities. TechGirls helps make talented young woman dreams come true. By sponsoring scholarships for college and university education, so that young woman can explore careers in technology, medicine and business, and become pillars of their country's economy.

Corporate Social Responsibility & SDG's

#SDG8

SDG #8 Decent Work and Economic Growth

We empower vulnerable women in Kenya.
We buy coffee beans through the NGO NGUVU who buys directly from local female farmers, cutting all the middlemen and thus giving the women higher yield.
The women agree on a contract where the NGO secures education of their children and other necessities. This way we can support the women and their children with food, clean water, medical treatment and education.

One of the stories:
Vulnerable women like Betty is daily fighting to keep her small farm with around 300 coffee trees. It is a struggle to provide her three children with food, clean water and medical treatment. Betty's biggest dream is to give her children an education, so they can get a future with possibilities.

Betty's dream can now come true, because she is part of the NGUVU coffee initiative. She is not only getting financial support, so she can give her children an education. She also gets 3-4 times more yield on her coffee beans than before and she is getting skills development, so she can continue optimizing her harvest.

SDG#10

SDG #10 Reduced inequalities

We Unite Against Corruption
At Danoffice IT we consider corruption as a substantial obstacle to economic and social development around the world. It has negative impacts on sustainable development and predominantly sustains poverty.

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The company defines bribery as an act on offering or receiving money, goods or other forms of recompense from a business associate in exchange for an alteration of their behavior to the benefit or interest of the giver that the recipient would otherwise not alter.

THE GLOBAL GOALS
For Sustainable Development

UNITED AGAINST CORRUPTION

Corporate Social Responsibility & SDG's

SDG #12

SDG #12 Responsbile Consumption and Production

Protect Mother Earth
Since 2009 Danoffice IT has executed on our "Protect Mother Earth" recycling program. In partnership with our United Nations customers and our vendors, we collect used toners and cartridges from the UN missions all over the world and recycle them in Europe. Through our combined efforts we have recycled tens of thousands of units so far and still counting.

We Recycle IT
In October 2020 we acquired Npvision Group A/S whose business model is based on circular economy for used IT equipment. This means we can now offer all customers IT recycling where used IT equipment can be resold - or destructed in an environmentally correct manner.

We Save Energy in Our Data Center
In 2020 we installed new and more energy-efficient servers in our own data center, cutting energy consumption used for cooling by more than 50% per year.

We Have a CO2 Neutral Workspace
In 2020 we have neutralized all employees' CO2 footprint on their workspace PC's and monitors by 100 tons of carbon. This covers both the energy during usage as well as the transport and production of the equipment. This has been formalized and taken into action with the UNFCCC program project #6973 which deploys new wind turbine generators in the Guatemalan region to generate green electricity and thereby reduces CO2 emissions. This has resulted in increased energy supply in the region, reduced electricity costs, local employment generation and local infrastructure development.

We Offer Charger Stands for Electric Cars
In 2020 we installed 6 charger stands for electric vehicles at our offices in Svendborg and Allerød in Denmark. These are free for our employees to use.

We Focus on Waste Management in Our Warehouse
In the warehouse we use 100% bio-degradable cardboard materials and we try to reduce weight and volume to minimize shipment and CO2 pollution. Packaging waste is destroyed under environmental recycling friendly conditions. We work closely with suppliers to ensure packaging around products are optimised for onward supply.

SDG #12 · To be continued...

Corporate Social Responsibility & SDG's

SDG #12 · Continued

We Save Energy in Our Office Buildings
In the office building in Svendborg the thermostat fan switches to "auto" to save energy, we use automatic shades to block the sun from overheating and we change the filters in our heating system every 6 months for optimum efficiency. New LED lighting has been installed in the atrium in the Svendborg building. Furthermore, a lighting room sensor has been installed in rooms at the Allerød location where there is no frequent activity.

We Use Energy-friendly Laptops
We use laptops, which use less energy than desktop computers. Also our computers go to sleep or hibernate mode instead of using a screen saver so it uses less electricity during periods of inactivity.

We Focus on Sustainability
In 2020 the vision of Danoffice IT was updated to include a greater focus on sustainability. This both includes the solutions we deliver to our customers as well as what we do internally.

SDG #15 Life on Land

We Support the Danish Nature Fund
Based on the staff activities in "Run for a Purpose" for 2020, we decided to support the Danish Nature Fund, who protects and restores nature and wildlife in Denmark. At Danoffice IT, sustainability and the UN SDGs are an integrated part of our company, and it is important for us to be part of the fight against climate changes and global warming. When the Danish Nature Fund buys land in Denmark to preserve and restore the wild nature this helps fighting climate changes and global warming. We cannot stop the global warming instantly, but we can show the way by starting with ourselves and investing in a greener land. Watch our video here.

Danoffice IT
Communications
on Progress
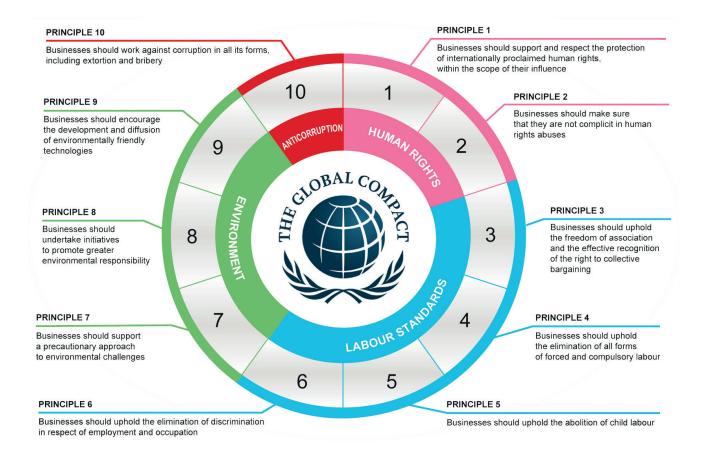2020

Communications on Progress (COP) 2020

Danoffice IT wishes to demonstrate our continued commitment by documenting our progress made on the ten principles in an annual Communication On Progress (COP) report. The ten CSR principles have been integrated in all organisational levels from strategic to tactical and operational level. Our COP report will describe the progress made to the international society for documentation and inspiration.

Our CSR and progress on the subject are communicated to our partners and employees through company employee manual, posters placed on premises and at www.danofficeit.com.

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Communications on Progress (COP) 2020

Human Rights:
Principle 1: Business should support and respect the protection of internationally proclaimed human rights.

At Danoffice IT we believe that all human beings are born free and equal in dignity and rights. We respect all people regardless of nationality, race, religion, class or political opinions. Danoffice IT promotes social inter-action between people and cultures and aims at a mixed organisational culture. We embrace culture and have employees from 10 different nationalities, coming from South America, USA, Europe and Middle East. Our organisation mix is balanced with 33% women and 67% men and we span over various religions. Moreover, we have employees who came to Denmark as refugees from Syria and Croatia.
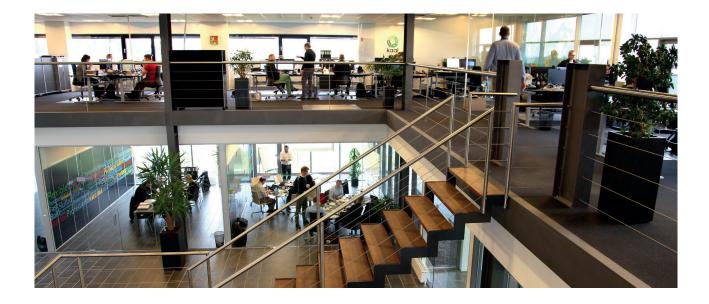
Principle 2: Businesses should make sure that they are not complicit in human rights abuses.
Danoffice IT supports all human rights and legal rights, at a national level and within international law and only accept partners who do the same.

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

Danoffice IT staff has the right to be members of trade unions, collective bargaining and to strike if necessary. Trade unions can assist with negotiations of wages, work rules, complaint procedures, rules governing hiring, contract termination and promotion of workers, benefits, workplace, safety and policies.

Danoffice IT staff has a representative who works as a contact person between employees and management whose mission it is to ensure that all labour standards are fulfilled and that all employees can contact some-one for personal matters, ideas for improvement or health & safety conditions.

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UNITED AGAINST CORRUPTION

Danoffice IT
Work
Life
Balance

Communications on Progress (COP) 2020

Danoffice IT has a work-life balance policy encouraging flexible working hours and tolerance for personal and family issues and or needs.

Danoffice IT headquarter in Svendborg, Denmark was built in 2007 and won a prize for its architecture and for its working environment.

The building is designed to incorporate a series of innovative green building techniques while operating within tight cost constraints. Functional, economic, and architectural criteria were used as the basis for the design. In addition, a minimal amount of material and technology is used throughout the design while maximising the quality of the working environment and the building's energy performance. A modern building with technologies within ventilation, heating, shutters and water consumption. All staff has ergonomic chairs, lighting done by experts and height adjustable desks.

Our employee manual is another tool used to inform and update employees on our values, company profile, history, global strategy and information on working terms and conditions: illness and absence, overtime, annual employee interviews and regulations.

Continuously we strive to educate and develop our employees professionally and personally through seminars, workshops and through daily coaching. Management gathers all employees on a monthly basis to share knowledge of professional character or to inform about the work we do with our customers in the field. Here we also learn about cultural differences in order to understand the diversity of the world we live in.

Communication and information within a company is key for success and employee satisfaction. Therefore we have a very clear and transparent communication of our strategy plan where employees are attending monthly company meetings as well as department meetings where status on current business and future initiatives are discussed in a open and inclusive way, where everyone can ask questions and receive information on the strategy and the business.

Communications on Progress (COP) 2020

Principle 4: Elimination of all forms of forced and compulsory labour

At Danoffice IT we do not use any form of forced or compulsory labour nor do we accept partners who do. Vendors, partners and customers have to confirm the same behavioral policy before a cooperation and future business endeavor can take place.

Principle 5: Effective abolition of child labour

At Danoffice IT we do not use any form of child labour nor do we accept partners who do. Vendors, partners and customers have to confirm the same behavioral policy before a cooperation and future business endeavor can take place. Danoffice IT labour policy prohibits employment of any person under the age of 16 years.

Principle 6: Elimination of discrimination in respect of employment and occupation

With our presence in Denmark, Switzerland and USA our department management constantly strives at building a workforce with balance of nationality, sex, race, religion, class and political opinions. Our mix of personnel is balanced between all before mentioned groups and all employees receive equal conditions and rights regardless of location or background. To balance the gender best possible we seek to have at least one of each gender represented among the last three candidates in the hiring process.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges

Danoffice IT only works with internationally recognised vendors with environmentally friendly policies.

Principle 8: Undertake initiatives to promote greater environmental responsibility

Protect Morther Earth

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#SDG12

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

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Acquisition of IT Recycling Company
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Energy-efficient Servers in Our Own Data Center
In 2020 we installed new and more energy-efficient servers in our own data center, cutting energy consumption used for cooling by more than 50% per year.

CO2 neutral workspace
In 2020 we have neutralized all employees' CO_2 footprint on their workspace PC's and monitors by 100 tons of carbon. This covers both the energy during usage as well as the transport and production of the equipment. This has been formalized and taken into action with the UNFCCC program project #6973 which deploys new wind turbine generators in the Guatemalan region to generate green electricity and thereby reduces CO_2 emissions. This has resulted in increased energy supply in the region, reduced electricity costs, local employment generation and local infrastructure development.

Charger Stands for Electric Cars
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Warehouse Waste Management
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Greater Focus on Sustainability
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Principle 9: Encourage the development and diffusion of environmentally friendly technologies
Danoffice IT encourages customers to look at the Total Cost of Ownership (TCO) as well as Total Impact on Environment (TIE). A cost saving solution combined with a green solution with minimum environmental impact. We strive at a TCO/TIE solution with low power consumption, minimum of consumables, best quality and longest sustainable lifespan.

Anti-Corruption
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery
Danoffice IT promotes a steadfast zero tolerance policy against corruption in all its forms. Corruption is damaging for the world growth and creates yet a bigger gap between rich and poor.

Corruption can be most easily defined as the manipulation or perversion of a system for the benefit of a single party rather than for the benefit of the public or the intended beneficiaries.

Any Danoffice IT employees are obliged by code of ethics, to immediately report any suspicious conduct, corruptive communiqué or malign rule or transaction linked with corruption, to closest work-parent, manager and or top management.

Danoffice IT aspires to be a dependable partner who always acts responsibly, honestly and fairly, whether dealing with colleagues, customers, vendors, investors or competitors.

In June 2020 we obtained the Anti-Bribery Management System (ISO 37001) certification for Svendborg (Denmark), Switzerland and the USA. With this certification employees have the basic understanding of the Anti-Bribery & Corruption (ABC) zero-tolerance policy, procedure and documents. The certification has been done in collaboration with Bureau Veritas.

Corporate Values

Danoffice IT CSR is built on our Corporate Values / DNA. The commitment of our employees and shareholders to live those core values. With our CSR program we wish to be responsible for the impact our activities have on colleagues, partners, customers and communities around the world.

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