

# **UN Global Compact**

## **Communication on Progress**

# **2021**



# Statement from CEO Kent Jensen on behalf of Sundhedsgruppen

Sundhedsgruppen will continue to support the ten principles of the United Nations Global Compact in the areas of human rights, labour rights, environmental protection and anti-corruption. We acknowledge the Sustainable Development Goals and their importance for creating a better world by 2030.

We are committed to working towards the implementation of the UN Global Compact principles. In this Communication on Progress report, we explain our actions and targets. We are committed to keeping our customers, employees and stakeholders informed about our actions and targets.

Sundhedsgruppen A/S is the Parent Company that owns Forsikringsselskabet Dansk Sundhedssikring A/S, PrimaCare A/S and DSS Hälsa AB.

Forsikringsselskabet Dansk Sundhedssikring A/S is Denmark's largest provider of health insurance. The company ensures that our customers are in good hands all the way.

With efficient counselling, timely treatment and prevention, we improve our customers' quality of life and ability to work. At the same time, we hope to be able to set new standards for the entire industry.

PrimaCare A/S is a treatment network ensuring a vast network with quality-assured health care providers. Fidimi is a digital health concept as a part of PrimaCare A/S, helping companies and their employees with physical and mental help.

DSS Hälsa AB is a Swedish company that provides the services mentioned above and benefits in Sweden. The Parent Company is owned by the British specialist fund AnaCap Financial Partners, the leading investor on the market for medium-sized European companies, primarily in the financial sector.



This report covers the period from  
September 2020 to September 2021



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# Sundhedsgruppen A/S

## A part of the UN Global Compact

By joining UN Global Compact, Sundhedsgruppen ('The Health Group') has become part of the world's largest sustainability initiative - a global movement for the world's most sustainable companies and actors working together for a better world. More than 10,000 companies and 3,000 organisations in more than 160 countries are affiliated with the UN Global Compact. We all have in common that we work to integrate the Global Compact's Ten Principles and the 17 world goals.

the areas of human rights, labour rights, the environment, and anti-corruption into the company's strategy and operations and contribute to the achievement of the UN's 17 global goals.

Companies that join the UN Global Compact undertake to integrate ten universal principles in



# Your health, our focus



*"We focus on developing the competencies of our employees to ensure that they become even better at providing the professional and effective help that our customers expect. Employees' professionalism in health care and communication competencies are essential in providing our customers with professional advice, timely treatment, and helping them with prevention to strengthen the customers' quality of life, health, and ability to work."*

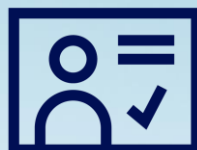
*COO, Claus Brink*



## Our numbers



385,622 employees  
are insured with us



We are 206 employees in  
the company



Revenue for 2020  
DKK 544m



13,178 companies are  
insured with us



# Our work culture

**We are proper**

As a provider of health insurance, we want to ensure proper help. To us, that means medical counselling adjusted to the individual needs of the customer. We respect our customers and take good care of them.

**We are accessible**

We do not say no. We find a solution. We are always ready to help our customers. The decision is made by the competent employee from our Health team or Service team, who is in dialogue with the customer.

**We are responsible**

We are close to the customer. That gives us a big responsibility. We understand the need for knowing and feeling safe when you have health issues. That is why our customers are greeted by our responsible and competent employees.



We want to be proper, accessible and responsible. Those are values we strive to achieve - every day.

# Human Rights

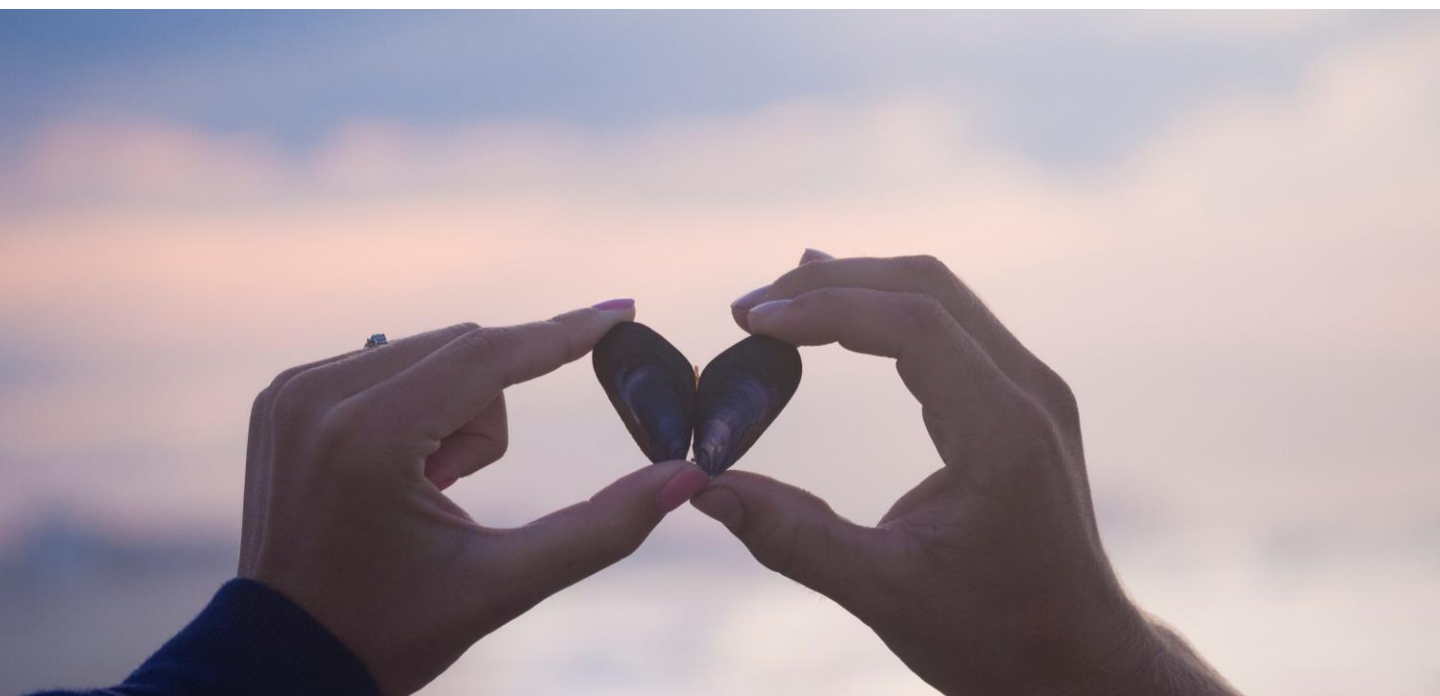
Sundhedsgruppen supports the Universal Declaration of Human Rights. Our core values are to be responsible and be rightful, and we work actively to comply with the UN Global Compacts principles on Human Rights.

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.

**You are in good hands with us.** Those are the words we work by everyday. It includes our stakeholders and our environments. The principles of Human Rights are always a part of the work we do and are stated in our code of conduct.

We have an appreciative and positive culture. We believe diversity is a strength and that commitment, curiosity and job satisfaction promote new ideas and good service to customers and partners. We see diversity as a resource and want to be an exemplary company. That is why we recruit women and men regardless of age, religion, sexual orientation, disability and ethnic background to our companies.





# 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.



# Sick leave

One of the most important things for a good life is good health. We put our employees' physical and mental health at the top of the agenda and work every day to create the best framework for their health.

**Action:** We work for a healthy and flexible work environment, where the needs of the individual employee are given focus and space. We offer all our employees the opportunity to work with mental and physical health through our sister company by providing coaching courses and physical training.

**Target:** Sickness absence rate below 3.8%

**Status:** Current sickness absence rate 2.57%



# Life balance

Life balance is about getting life to balance. Work and private life often flow together, and there are different perceptions of when life is in balance. We in Sundhedsgruppen want all employees to experience a good life balance adapted to their life situation.



**Action:** We want to work towards a more flexible work culture, where the individual has more freedom and responsibility to the extent that it makes sense for the task to be solved. We also want to give our employees the possibility to work from home two days per week to the extent appropriate.

**Target:** 70% must indicate at the following APV survey that they, to a large extent, experience a good balance between work and private life.

**Status:** 70% have stated in our APV that they, to a large extent, experience a good balance between work and private life.





# Performance and development

Sundhedsgruppen wants to make optimal use of the employees' competencies. We want to contribute to the employees' individual needs for competence development in connection with the company's business needs.

**Action:** To a greater extent, we will map competencies and make career paths visible in the organisation to make the development opportunities clearer and easier to work towards.

**Goal:** 60% must experience that there are good development opportunities in work.

**Status:** 57% think there are good development opportunities in work.



# Employee seniority

As a 10-year-old young company in continuous growth, our employee seniority has been challenged by many newcomers. We want to continue to grow and at the same time retain and develop our current employees.

**Action:** Based on resignation interviews, we will work actively with the reasons for resignation to continue being an attractive workplace for our employees.

**Target:** 2.5 years average seniority.

**Status:** 1.78 years average seniority.



# Diversity

We see diversity as a strength and strive for the organisation to reflect society.

Action: Our management team is chosen according to their competencies regardless of gender.

Target: To maintain the diversity of the employee and the management team, we work towards greater gender diversity in the Executive Board.

Status:

Staff: 28% men, 72% women

Management team: 55% men, 45% women

Executive Management: 100% men, 0% women





# Pregnancy and family life

A woman's body is changing during pregnancy. As an organisation, we want to support our pregnant employees - and ensure their mental and physical well-being both during and after pregnancy, just as we want to create a good framework for working life with young children.

**Action:** Offers for pregnant employees on well-being interviews, physiotherapeutic counselling and diet coaching courses.

**Target:** 0-15% pregnancy-related sick leave. 50% use the voluntary pregnancy offer.

**Status:** 0% pregnancy-related illness reports. The pregnancy offer options are offered from September 2021



# Environmental

One of our largest impacts on environment derives from our procurement. We strive to be a responsible purchaser and have high standards for sustainable procurement. We seek to collaborate with suppliers, who share our values in order to decrease our environmental footprint.

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.



# Sustainable procurement

Sundhedsgruppen intends to achieve sustainable procurement by the scheme we have named Responsible Supplier Management, which entails full control of our suppliers' compliance with our demands for sustainability and the environment. Our focus will be on suppliers of edible and drinkable products, office supplies and furniture as well as IT equipment.

If a supplier doesn't meet our requirements, Sundhedsgruppen will either enter dialogue with the supplier or work towards finding a new.

**Action:** Through audit of our suppliers' guarantees, we will ensure the suppliers' compliance with our demands. If a supplier is uncompliant with our demands, we will either start a dialogue with the supplier or work towards finding a new..

**Target:** All edible and drinkable products must be organic and fairtrade-products. All office furniture and supplies must be a part of a sustainable production and comply with the human rights through the entire production chain. Suppliers of IT equipment must ensure high amount of recycling and environmentally friendly termination of IT equipment.

**Status:** Our supplier of IT equipment guarantees that around 90% of all IT-equipment is recycled. The remaining equipment, which cannot be recycled is terminated through authorised environmentally compliant procedures. We receive a receipt for each terminated IT equipment.

Our edible and drinkable products are all organic and fairtrade-products.

All our office furniture and supplies is produced sustainably.



# Anti-Corruption

Sundhedsgruppen always strives to comply with the Danish and international legislation. In addition to the legal text, it is Sundhedsgruppen’s intention that also the legislative intent is complied with.

Sundhedsgruppen follows relevant rules and good practice, which are corrected against corruption. Bribery and return commission are not accepted and are not offered in any form and under any circumstances.

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



# Ethics

Sundhedsgruppen acknowledges the importance of the opportunity to anonymously report on possible misconducts. We have therefore established a sufficient whistleblower scheme, which is available to all employees and business partners, and which is independent to the Management and is anchored in Compliance.

**Action:** We ensure that there is a proper channel for anonymous whistleblowing.

**Target:** A whistleblower scheme and relevant internal procedures must be established and defined.

**Status:** The whistleblower scheme is established and is available for all employees. All internal procedures and responsibilities are defined and approved.



# Data processors

Misuse of personal data can be a huge violence of a person's freedom and potentially have a major impact on our lives. Sundhedsgruppen fights against the misuse of personal data by ensuring a sufficient due diligence process when selecting new vendors, which will process data.

**Action:** We make sure that our suppliers who process data, are compliant with the agreement on data processing which is in place with all of them.

**Target:** Audit 70 % of all of data processors.

**Status:** As of the date for this report, all data processors have been audited within the last year.





# Information security and data protection

Misuse of personal data can be a huge violence of persons freedom and potentially have a major impact on our lives. SundhedsGruppen fight the misuse of personal data by ensuring a sufficient information security level and prioritizing data protection with all its facets.

**Action:** We make sure there is a sufficient training in place for data protection in we have a policy on the area for how we treat data.

**Target:** An approved Information Security Policy, which is compliant with the relevant regulations for information security, must be in place. All employees must have received education in information security and data protection. SundhedsGruppen must have made a sufficient audit of data processors.

**Status:** The Information Security Policy has been approved by the Management and will be launched within Q3 2021.

100 % of the employees have received education within data protection. Education within information security will be launched with the online courses.

Online courses in data protection and information security are in the pipeline for Q4 2021 or Q1 2022.

SundhedsGruppen have audited 100 % of all our data processors.



# Our Corporate Social Responsibility

In 2020, for the second time, the company participated, through the Parent Company, Sundhedsgruppen, in EcoVadis' annual CSR assessment, which includes more than 75,000 companies' sustainability work. Sundhedsgruppen is among the 20% best on four key parameters: Environment, labour and human rights, ethics and sustainable procurement. We are proud to be among the 20% best in comparable companies worldwide for our CSR efforts.

Sundhedsgruppen will continue its ambitious goals in the CSR field, and the goal is becoming even better and get an even higher ranking in the 2021 analysis. The company's Board of Directors focuses on sustainability, and it is a permanent point on the agenda at the company's board meetings from 2021.

