

# Communication on progress 2022

**BELFOR Danmark A/S**



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## 1. Statement from our CEO

### CEO of BELFOR Danmark A/S, Heidi Lyngholm

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I hereby present BELFOR Danmark A/S first communication on progress report and our ongoing support for the ten principles of the UN Global Compact.

Our core business is to be the reliable choice when property emergency response is needed. That is why its import we not only take the efficient way to restore and repair what has been damaged. We are cautious about the tools we use, as we aim to prevent negative impacts on the environment. Over the years, we have always had the highest standards for our employees' safety and health. We consider it is time to step a level up in taking our part of responsibility in ensuring a sustainable future. That is why we have become a signatory of UN Global Compact and supporting the 10 principles.

Since we joined Global Compact in April 2021, we have joined valuable meetings in our UN global compact network in Denmark. We consider ourselves as prepared as we can be and we are really motivated to take a step up in talking our responsibility for a sustainable future. We are truly looking forward to many years in the UN Global Compact family.

We have started this journey to integrate sustainability into our daily routines and development to become a better version of BELFOR Denmark, a greener version. We have become signatory of the UN Global Compact to demonstrate this commitment and we are looking forward to communicating our progress of implementing the ten principles to the employees, our customers, suppliers and other stakeholders who has an interest in following our journey

CEO BELFOR Denmark



## 2. Introduction



BELFOR Denmark is a daughter company to BELFOR Restoration Company which is the world largest restoration company. We operate in all areas of Denmark and is the 4 largest in Denmark at the moment, we contribute to almost all kind of damage restoration service. We are proud to be the first property restoration company in Denmark to be a member of UN Global Compact and in the last couple of years we have expanded into 6 departments with a headquarters in Slagelse, that will help us reduce the time it takes us to get out and help our customers. It has been a hard and busy year with extreme weather in many countries and Denmark aren't an exception, in the summer our colleagues went above and beyond, they did such an amazing job and we helped so many clients when there were cloudbursts, many of our employees worked 24/7 to make sure people could sleep under their own roof. A client of ours ask us if you really want to make a difference, then why not become a member of UN Global Compact, a place where you get inspired to be better, so we did and now we are looking forward to an amazing journey we are getting on.

### 3. The 10 Principles

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**The 10 principles, principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.**

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BELFOR Denmark does not accept any violation of human rights, we make sure our suppliers and subcontractors do not either. We screen all suppliers before we make any form of an agreement. It's very important for us that our workers but also the companies we work with also treat their employees with the support and respect they deserve.

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**The 10 principles, principle 2: Make sure that they are not complicit in human rights abuses.**

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BELFOR Denmark has an agreement with the union 3F which is a professional common confederation, 3F helps both uneducated and vocational education employees get the right salaries and to make sure they thrive in their work environment.

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**The 10 principles, principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.**

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Our employees have a staff representee which they have elected on their own, in that way they have someone who speaks for them if there something they want to change or any new ideas that can make things better.

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**The 10 principles, principle 4: the elimination of all forms of forced and compulsory labour**

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Here in Denmark, it's illegal to use forced and compulsory labour, we obey the law, and we want our suppliers and subcontractors to follow that as well if they want to work with us. We have an agreement with 3F which also include that there is no forced and compulsory labour in this company.

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**The 10 principles, principle 5: The effective abolition of child labour**

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BELFOR Denmark does not accept child labour of any kind. We follow the rules of the Danish penal code stating that it is illegal to employ children under the age of 13.

We support young adults over the age of 13 who wants a leisure work to earn a bit more than their pocket money and experience how it feels to be in the labour market.

**The 10 principles, principle 6: The elimination of discrimination in respect of employment and occupation**

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BELFOR Denmark wants to prevent and do not tolerate any form of discrimination on behalf of race, color, religion, sex, age, nationality, handicap, civil status, sexual orientation, political opinions in any of their activities and businesses. At BELFOR Denmark we have people in flex job, flexjob is an opportunity for people who can't work a full-time job because of illness but isn't sick enough to get early retirement. Flexjob gives them a purpose to get out of bed in the morning and feel what it's like to have a normal day like everybody else.

**The 10 principles, principle 7: Businesses should support a precautionary approach to environmental challenges.**

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As a part of BELFOR Group we have access to BELFOR Europe's laboratory where we are always trying to come up with new and better versions at products we can use when in the field. The goal is to develop our own products which can prevent damaging the environment. We try to use as many Nordic ecolabel products as possible, in our dry-cleaning department we also try to do our best not to use environmental challenging products and our machines are using water saving settings and we reuse the water we have used.

**The 10 principles, principle 8: Undertake initiatives to promote greater environmental responsibility**

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In BELFOR we are very innovative, and we always think of things to improve our CSR, one of the things we do every 3 years is changing our car fleet so we cars that don't discharges a lot of Co2, and when the technology becomes a bit better, we want to change all our cars to electric, so we don't have any fossil fueled cars or trucks. We have also investigated our procurement and seeing if we can buy more sustainable, like water bottles instead of using normal plastic water bottles we use reused plastic water bottles. BELFOR is also in process to become paperless, which would mean that we become more digital. At BELFOR we care a lot about recycling, so when our computers and other IT equipment are getting to old, we give it to people who need it and still can use it.



**The 10 principles, principle 9: Encourage the development and diffusion of environmentally friendly technologies**

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BELFOR Denmark are always working on getting new and better environmentally friendly technologies, we have water saving technologies on our machines and in our showers also have showerheads which is using less water than normal ones. Our energy supply is exclusively coming from windmills, so we only use green energy.

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

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At BELFOR Denmark and BELFOR in general we do not tolerate any form for corruption, we have policy on what's socially acceptable to accept and that's for all employees, we have firm rules for representation and how we act socially. The policies we have is to prevent any form of corruption and to make sure we aren't working with corrupted companies it is also in the contracts we use when we are making partnerships with other companies.

## 4. Our Goals and findings

### **BELFOR Denmark's Goals**

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Here at BELFOR, we have a lot of goals we want to achieve some sooner than others, one of our goals is to use a lot more of sustainable products, in the meaning of that is we want to use chemicals that do not pollute that much. The products we want to use is Nordic Eco labeled products because of the less pollution, we want to achieve 90% of our used chemicals is Nordic Eco labeled in 2030.

We want to have 100% of our energy generated from wind farms in 2025, but we have already achieved that, in 2021. Too keep going so we also have a goal in 2030 which is that we want to reduce our CO2 emission with 20%. The plan is to gradually want to convert vehicles to hybrid or purely electric. The plan with our car fleet is a bit more complicated because as of now the technology isn't good enough for us to change to hybrid and electric cars. But we follow the development closely.

We have 6 goals in 2025 and we have achieved one already, we really want to be paper less because everything almost already is in digital form, so its just for us to outsource it as we progress closer and closer to 2025. We have a cafeteria but it has been closed while Covid-19 has been around, the plan is for it to be opened again and when it does, we want to achieve the bronze food label, which is a label you get when your cafeteria/restaurant is thinking about ecology and everything you buy of raw materials 30-60% organic. We hope to achieve that in 2025.

We are currently working on getting ISO 45001 work environment certification because we want to have the best possible work environment for our employees and to show them and other, we care about our employees. Our goal is to get it before 2025. One thing we have had for a long time is waste sorting, but we want to go all the way, so we are planning that when we are in 2025 90% of all our waste from jobs are sorted.

A project we are currently working on is remote sensing which would help us not polluting that much Co2 from our cars, because they won't be driving to check if the job is done now, they can just see it on the remote, it will help save time and do so we don't drive as much.

In 2030 we hope to have 0 cars that are fossil fueled, but again it up to the technological development, because we can't afford to hold still in 30 minutes to charge the vehicle, so if the charging time is getting faster and faster, then it will look possible that we only drive electric or hybrid cars. At BELFOR Denmark we are very focused on developing our employees and expand their skill level, both for our advantage and for to be better suited if they decide to try new challenges in life. Our mold technicians are on courses every year.



We have started a systematic mapping of our environmental and social impacts, which will result in new aspects that we will include in our sustainability work in the years to come supporting implementing the ten principles.