



RESPONSIBILITY ALL THE WAY

CSR REPORT 2021

DFD

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dfd.dk



DFD



De Forenede Dampvaskerier

ABOUT THIS REPORT

THIS IS OUR ANNUAL REPORT ON CORPORATE SOCIAL RESPONSIBILITY (CSR), IN ACCORDANCE WITH SECTION 99A OF THE FINANCIAL STATEMENTS ACT FOR 2021. THE REPORT IS PART OF THE MANAGEMENT'S REPORT IN THE ANNUAL REPORT FOR 2021.

Its purpose is to provide transparent and relevant information on our objectives and strategies, and on how we work proactively with CSR, including working with people, sustainability and the environment.

In 2021, De Forenede Dampvaskerier (DFD) consisted of 15 Danish laundries, a head office and 12 Swedish laundries, of which 5 come under Tvättjänst AB and 7 under Textilia. However, this report exclusively concerns the Danish part of the group, as we work with separate consolidated accounts for Denmark and Sweden respectively.

DFD's head office is certified according to the DS 49001 CSR standard, which provides the template for the report given that our policies and guidelines within the area are based on it.

By subscribing to the UN's Global Compact, we have also committed to complying with the 10 principles for doing business responsibly and we therefore include it in our reporting. The report also acts as our Communications on Progress report.



MANAGEMENT’S REPORT

2021 WAS YET ANOTHER YEAR IN WHICH COVID-19 MADE ITS MARK. ADAPTATION WAS THEREFORE A CONSISTENT THEME, NOT JUST AT OUR OWN LAUNDRIES, BUT ALSO FOR OUR CUSTOMERS.

Considerable fluctuations in deliveries have been a challenge, but have also demonstrated our ability to react quickly and effectively when it really matters.

When looking back on 2021, we can therefore also feel a certain sense of pride. Pride in our dedicated employees, who have made enormous efforts despite difficult conditions.

Continued progress within the green transition
Despite the pandemic, we have made considerable progress in recent years with the green transition and development of sustainable solutions.

We have once again had particular focus on our sustainability concept, DFD upcy, via which we can extend the longevity of textiles, abolishing the throw-away culture.

By partnering with our customers, we have actively worked on realising our ambition of 100% recycling of discarded textiles by 2025, and we are already well on the way. We delivered over 325,000 DFD upcy articles in 2021, managing to recycle 40% of discarded textiles together with our customers.

By adopting the concept, we act as the trendsetter within the green transition, showing how businesses can enhance and help each other through partnerships and collaboration.

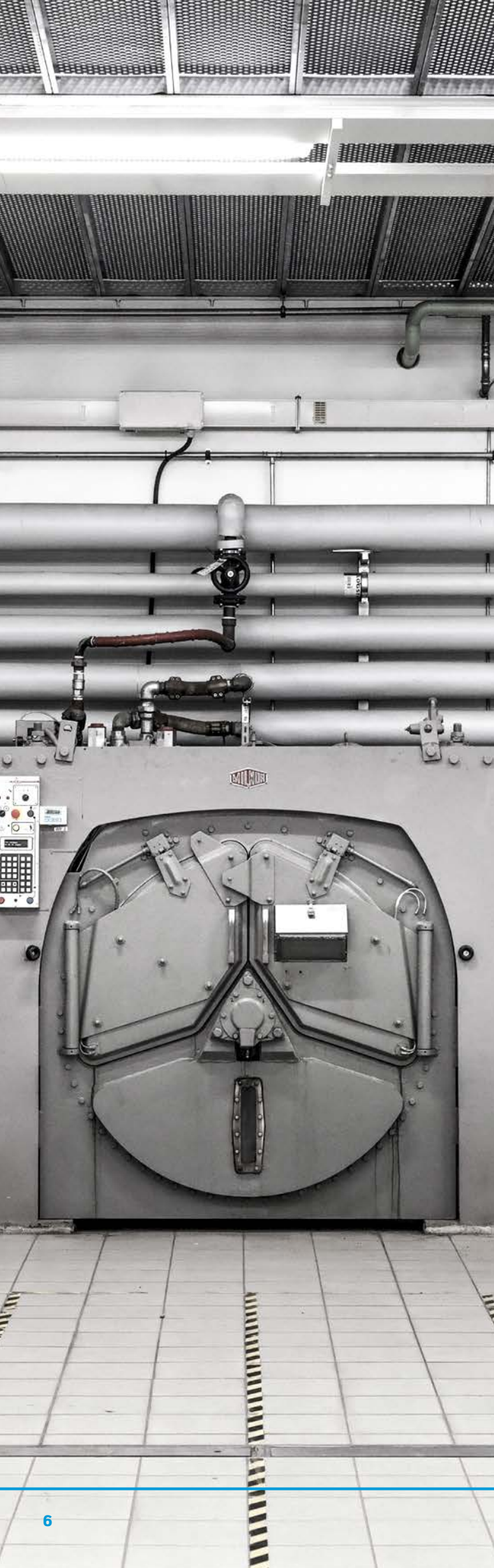
A new laundry is born
2021 was also the year when we opened a totally new laundry in Skovlunde. That meant a final goodbye to our laundry in Hellerup, where it all started back in 1958.

When designing and building the new laundry, we focused on environmental optimisation for all its processes to have the least possible impact on the environment. What that meant, for example, was that the laundry was Oeko-Tex certified from day 1, fulfilling all the relevant requirements.

A peek in the crystal ball
After a year of problems and unpredictability, we look forward to 2022, a year in which we can renew partnerships with our customers and really get up to speed with the green transition and our own skills development.

As a result of COVID-19, the amount of training we were able to deliver last year was limited, something we expect to make up for in 2022.

upcy



A CIRCULAR BUSINESS MODEL

THE ORGANISATION IS CHARACTERISED BY ITS FLAT MANAGEMENT STRUCTURE, AND DECISIONS ARE THEREFORE MADE AS FAR OUT IN THE ORGANISATION AS POSSIBLE, AND BY THE PEOPLE CONCERNED.

That not only gives each employee a large degree of freedom with responsibility, but also the opportunity to bring their own ideas and skills into play.

An industry-oriented focus

Ever since the 1980s, DFD has been in constant growth, constantly adapting its internal structure to current market demands.

We are now divided into five specialist divisions, each tasked with ensuring customer-oriented progress and that our customers always get solutions customised to their needs. We service public and private sector customers through the divisions in Denmark, Sweden and Norway, within everything from the social and health care sectors to industry, restaurants, hotels and the service industry.

- Handle over 225 million items annually
- 15 operational locations
- Annual turnover of DKK 1.2 billion

Circularity

DFD rents, washes and supplies textiles with the ambition of not discarding anything usable. That's why we maintain and repair textiles as far as possible during the use phase and extend the lifetime of discarded textiles as long as possible by making them into something new.

In addition is an Oeko-Text washing process, in which we use as little water, energy and chemicals as possible. That means we clean and recycle water as much as possible, saving the environment a huge amount of resources and chemicals.



RESOURCES

Employees

Our approx. 1400 employees ensure high quality for the over 225 million items we handle annually.

Textiles

Our textiles account for our biggest use of resources. That's why we're working hard to use as few resources as possible through their life cycle.

Technology

We develop and regularly deploy new technologies to optimise our resources.

CUSTOMERS

Public sector

- Hospitals
- Community care and care centres
- Schools and academic institutions

Private sector

- Hotel and restaurant industry
- Medicine industry
- Food industry
- Heavy industry
- Service industry

DFD



VALUE

Customers

We help our customers reduce their climate impact through circular washing and renting solutions.

Employees

We create jobs in the local communities, and ensure all our employees have attractive working conditions and opportunities for progression and skills improvement.

The environment

We extend textile longevity and reduce the use of new resources through up- and downcycling.

The local community

We work closely with Jobcentres, other local organisations and donations to charities to contribute to sustainable development.

OUR APPROACH TO CSR



CSR MEANS RESPONSIBILITY ALL THE WAY FOR DFD. ACTING RESPONSIBLY TOWARDS CUSTOMERS, EMPLOYEES, THE ENVIRONMENT AND SOCIETY IS DEEPLY INGRAINED IN OUR DNA. TO US IT MAKES SENSE, NOT TO MENTION GIVING HUMAN AND COMMERCIAL VALUE.

Working with CSR is based on the DS 49001 CSR standard, which provides the foundation for our policies and guidelines within the area.

Part of our commitment to the UN's Global Compact is that our CSR work also covers the principles within human rights, employee rights, the environment and anti-corruption.

The UN Sustainable Development Goals are key to our CSR work at DFD. We have identified four goals through analysis via which we can make a difference together with our customers.

They act as a framework and guideline for how we can work towards a sustainable future, and are an integrated part of our core business and CSR work.

BÆREDYGTIGHED



Thanks to our efforts within responsible consumption and production, we contribute to the development of a sustainable society.

We do so specifically through textile solutions that are economically, socially and environmentally sustainable.



Large scale recycling of textiles

The DFD upcy concept continued its momentum through 2021. Through the concept, we collect, sort and recycle discarded and worn-out textiles from all our laundries, which receive 1 ton of such textiles every single day.

2025-AMBITION

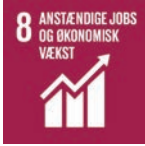
- **100% recycling of all discarded textiles.**
- **We recycled 40% of our discarded textiles in 2021.**

SOCIAL ANSVARLIGHED



Our efforts within CSR concern people — our own, those in our supply chain and local to the areas we operate in.

We want to ensure a good, healthy working environment for our employees and focus on anti-corruption in our supply chain via our own Code of Conduct for Suppliers Manual.



FH's award for orderliness

Our laundry in Skovlunde received an award from Fagbevægelsens Hovedorganisation (FH), the trade union, in 2021. The award was given for our work on ensuring decent wages and working conditions for our employees there.

2025-AMBITION

- **100% of our production personnel will be offered skills development**
- **35% of all the company's internships will result in jobs.**
- **27% of DFD employees were employed after internships 2021 36%.**

MILJØ



We want to run a responsible business with the smallest possible impact on the environment. We use a range of measures to actively achieve that.

Those measures are designed to protect the natural resources around us, to ensure clean drinking water and a healthy environment for the generations to come.



2025-AMBITION

- **20% reduction in water consumption**
- **In 2021, we cut our water consumption by 12.3%.**
- **30% reduction in energy consumption**
- **In 2021, we cut our energy consumption by 8.2%.**

SUSTAINABILITY



WE WANT TO CONTRIBUTE TO SUSTAINABLE DEVELOPMENT AND A FUNCTIONAL SOCIETY

We do so by responsible procurement, cutting our consumption and making maximum use of our resources through up-cycling and recycling. Our CSR work is based on the following:

- Respect for human and employee rights
- Climate and the environment
- Anti-corruption and -bribery
- Responsible consumption

We set standards for our suppliers

Our procurement of textiles must support our circular economy and do so responsibly. Based on the principles of the UN Global Compact, we have developed and implemented a “Code of Conduct for Suppliers Manual”, which we use in collaboration with and management of our suppliers.

AN EXCERPT FROM OUR POLICY FOR SUPPLIER COLLABORATION

- We will combat all forms of corruption and bribery.
- We will ensure observance of human rights in our business.
- We will promote Corporate Social Responsibility in our value chain focusing on responsible consumption and production.

The manual is designed to ensure that our suppliers live up to the environmental and ethical requirements for our production processes in accordance with the UN Global Compact. If a supplier fails to do so, we request an explanation and action plan for future compliance. We require implementation within 3-6 months.

Responsibility in textile choice

Our manual also states that suppliers must always be able to supply textiles certified according to OEKO-TEX Standard 100. This is a guarantee that the product has been checked for the content of chemical hazardous to health.

We have focused in recent years on reducing the number of strategic suppliers. The objective is to be able to enter into closer partnerships on sustainability matters, and have therefore increased the number of certifications to ensure environmental and social responsibility in the supply chain, including:

- GOTS - The Global Organic Textile Standard
- BCI - Better Cotton Initiative
- Fairtrade



ZERO-TOLERANCE TOWARDS CORRUPTION AND BRIBERY

DFD applies zero-tolerance towards corruption. This is stated in our policy for responsible management based on CSR certification under DS 49001.

COMPETITIVE RULES AND SOUND BUSINESS PRACTICES

A large part of our business is subject to tender, within which area we naturally follow tender guidelines applicable to suppliers.

All employees engaged in this area are also trained to be aware of key aspects concerning contracts and market dominance, along with thorough guidance in good business ethics at DFD.



Risks and opportunities

COVID-19 affected the price of cotton. In common with many others, we have therefore been affected by supply problems and delayed deliveries. The after-effects of the pandemic are still felt, and continue to put pressure on textile manufacturers and cotton farmers. We therefore pay extra attention to insisting that our partners comply with the principles of the UN's Global Compact.

Goals and ambitions

We are still aiming for 100% recycling of discarded textiles from our customers by 2025.

Sub-goals along the way towards achieving our 2025 ambition:

- 10% of DFD's textile procurement to come from DFD upcy by 2022. The figure was 7% in 2021.
- DFD will recycle 60% of discarded textiles by 2023. We managed 40% in 2021.

SYSTEMISED RECYCLING ON A LARGE SCALE



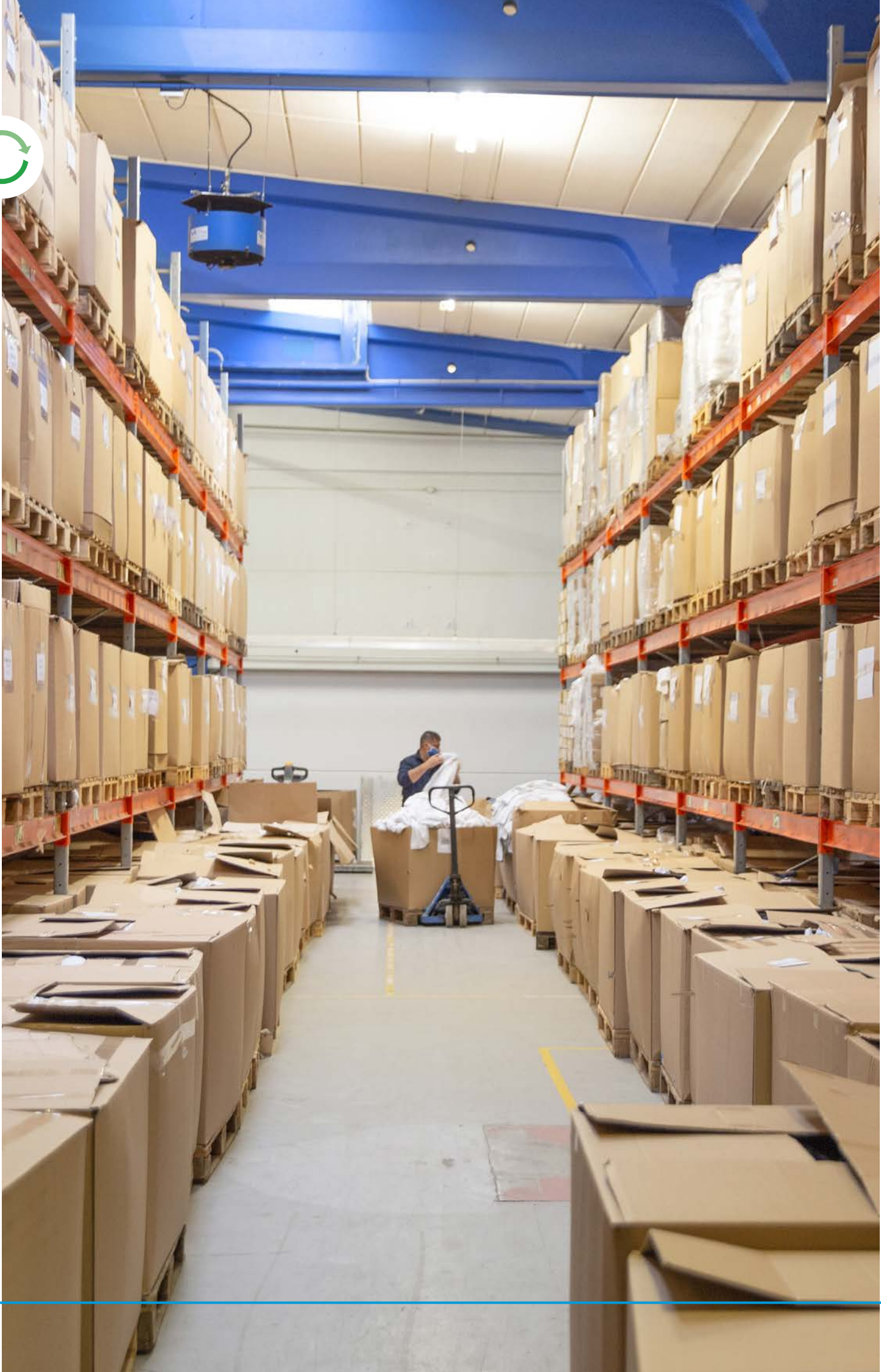
THE DFD UPCY CONCEPT CONTINUED TO DEVELOP RAPIDLY IN 2021, IN LINE WITH NEW OPPORTUNITIES AND SOLUTIONS ARISING. OUR OBJECTIVE IS STILL TO RECYCLE 100% OF TEXTILES FROM OUR CUSTOMERS BY 2025.

Sustainable, soft handtowels

We developed a recyclable towelling cloth in 2021 to realise our objectives, now known as the Handtowel. The Handtowel allows our customers to use upcycled towels for drying hands.

By upcycling old towels to handtowels, we add new value to the item, extend its longevity and minimise the need for making a new one. That helps cut CO₂ emissions and our impact on the climate.

Changing to Handtowel yielded a CO₂ saving for one of our customers of 0.04 kg per use, based on the customer's previous paper solution. This is because a cloth that can be washed up to 300 times replaces the two to three pieces of paper used on average for drying hands. That means that with 100 Handtowels, the customer can save the environment up to 60,000 – 90,000 pieces of paper.



HOW DISCARDED TEXTILES ARE GIVEN NEW LIFE

- Tablecloths = kitchen jackets
- T-shirts = handtowels
- Duvets = down jackets
- Aprons = patch aprons
- Sheets and incontinence pads = overalls and shoe covers
- Softshell jackets and mats = computer bags
- Towels and bathrobes = Handtowels

Innovation for all processes

Recycling discarded textiles is far from a new idea at DFD. We've been looking at how we can recycle the textiles that no longer meet our quality standards for over two decades.

We want to make full use of textile resources and therefore build sustainability into the entire life cycle. We take into account a number of parameters critical to textile sustainability as early as the procurement phase, and seek to extend their life all the way through their life cycle.

Sustainable development happens together

DFD upcy is a partnership with our customers. Together, we will be sustainable. For the sake of the climate, and our businesses. If recycling textiles is to be a success and represent value, we have to do it together.

We are seeing more focus on sustainability in private and public procurement by tender. That means that sustainability is no longer a box to check in CSR reports or strategies, but becomes an internal requirement for employees. At DFD, partnerships with our customers concern wanting to do something for sustainability and the climate. And recognising the value of doing so. In the long run, this will also make sound business sense.



SOCIAL RESPONSIBILITY

CSR IS ABOUT PEOPLE FOR US. OUR EFFORTS WITHIN CSR ARE BASED ON OUR EMPLOYEES, THE PEOPLE IN OUR VALUE CHAIN AND IN THE AREAS LOCAL TO THE PLACES WE OPERATE.

Employee rights are key

Creating decent working conditions for our employees is high on our agenda. In accordance with the UN's Global Compact, we ensure their rights by complying with principles 3, 4, 5 and 6:

- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- The elimination of all forms of forced and compulsory labour
- The effective abolition of child labour
- The elimination of discrimination in respect of employment and occupation

Our politics and guidelines for employees and working conditions also comply with the applicable rules and standards in our industry standard (Erhvervsvaskeriernes Branchestand-

ard), developed in consultation with the Danish Technological Institute and industry association (Brancheforeningen for Vask og Tekstiludlejning).

We also apply equal pay for equal work and ensure that all hiring and firing is conducted in the best possible manner through good dialogue with the trade unions.

Local partnerships nationwide

DFD seeks to actively eradicate social problems in Denmark. We do so because we believe it's our responsibility to help tackle some of the problems in the areas in which we are located.

We partner with local Jobcentres and other organisations to create success stories for anyone finding it hard to get a job.

The type of work at our laundries also makes it possible to employ people with no education, helping to create an accommodating and inclusive job market with decent jobs for all.

AN EXCERPT OF OUR POLICY AND GUIDELINES FOR LOCAL PARTNERSHIPS

- We will ensure that all our employees use their skills to the optimum, regardless of their starting point.
- We will ensure a good, healthy working environment.
- We acknowledge that our employees are complete human beings, and we will help create a healthy relationship between their work and private lives.
- We want to give all our employee the chance to improve in relation to their function through further education.
- We want to cultivate a diverse workforce across functions and levels within the business.

CASE

FH'S AWARD FOR ORDERLINESS

We received an award in 2021 from Fagbevægelsens Hovedorganisation (FH). The citation said that DFD is an excellent example of how it is possible to offer good wages and working conditions, even when operating in a market in which price is often the decisive factor.

Our work with good wages and working conditions has therefore borne fruit, and is something we intend to continue.

SAFETY, SECURITY AND WELFARE AT WORK

SAFETY AND SECURITY CREATE A GOOD WORKING ENVIRONMENT.

DFD believes that the best results are achieved by providing a safe and secure workplace. We want to care for our employees and create a good working environment which makes their workplace safe and inspiring.

We do so with locally-interpreted policies and guidelines for the individually laundries, all structured according to the ISO 45001 occupational health and safety management standard. We set new and ambitious targets for our working environment as part of certification every year, contributing to the ongoing development of our branches.

The physical working environment

We put a lot of focus on the safety of our employees, as we believe it's a criterion for their well-being at work. That's why we work actively with initiatives to prevent occupational accidents and injuries. Safety at work is essential, regardless of where the employee is working within the company.

Working in a laundry can be repetitive and involve manual labour. To help prevent employees becoming worn out or injured, we work with rotation plans. Rotation plans ensure employees can change their work after every break, requiring them to work max. two hours at a time on the same job.

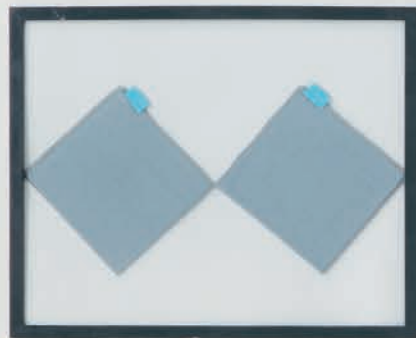
The safety of our drivers is another major focus area. We therefore provided them with new reflective uniforms last year, to improve visibility in traffic.

CASE WELL-CLAD DRIVERS ON THE ROADS

When our 190 drivers service and deliver items to our customers, they do so in new uniforms. The new clothes were chosen to suit the needs of the drivers, provide them with plenty of freedom of movement, in hard-wearing materials and of course with the emphasis on safety.

Consequently, they have large reflective panels on the trousers and jackets to contribute to greater visibility.





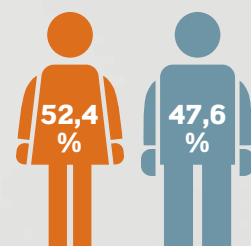
The psychological working environment

The psychological working environment plays a decisive role for the safety and well-being of our employees, which means we work proactively to create an open, honest and strong culture.

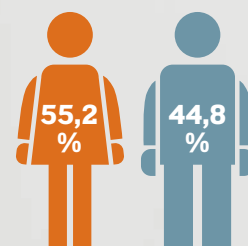
Diversity is regarded by DFD as an asset, and we work with a broad definition that covers ethnicity, sexuality, political and religious beliefs, etc.

DFD consists of many different disciplines and we are dependent on the various groups working in harmony with each other. We therefore operate a flat, open management structure to help create a close-knit team across the organisation.

To maintain a safe, secure working environment, measures are implemented centrally and locally, including job satisfaction consultations at department and individual levels, job satis-



BREAKDOWN OF
MEN AND
WOMEN AT DFD



BREAKDOWN OF
MEN AND
WOMEN AT DFD
WITH MANAGEMENT
RESPONSIBILITY

faction surveys, workplace assessments, sick leave consultations, etc.

We also updated our personnel policy in 2021 to prevent all forms of harassment, as well as focusing in our whistleblower scheme. The latter is designed to allow employees to report any breaches of DFD's rules in complete confidence.

We experienced a rise in sick leave levels in 2021. One of the reasons was COVID-19, accounting for a major proportion of the total of 5.61%. Even though COVID-19 is included in the statistics, the result gives us food for thought, and we will continue our efforts to cut sick leave moving forward. Our ambition is still to cut sick leave to a maximum of 3%.





Job satisfaction survey

We tested the temperature of job satisfaction at DFD in 2021. The survey showed a small drop of 0.10, which has to be seen in the light of a turbulent year with COVID-19. The drop shows that despite the turbulent year, the employees are generally glad for their work and we hope everything will return to normal in 2022. The overall response rate for the whole of DFD was 86%.



The total score for job satisfaction at DFD is 4.05.

Risks and opportunities

The workforce at DFD consists of many different nationalities, many of which have a background as refugees or immigrants. The linguistic and cultural differences can cause problems, which we tackle by having written and visual safety instructions.

The corporate language at DFD is Danish, but to overcome any language barriers, we work with local Jobcentres on language training. Because work at the laundries is particularly suited to practical experience positions (internships), we also work closely with Jobcentres to help jobseekers back into employment.

In common with many other businesses, we are also experiencing competition for the workforce of the future. That's why we constantly look within our own ranks, looking closely at how we can ensure a workplace that current and potential employees will want to be a part of. For example: we place a lot of emphasis on the personal and skills development of our employees.

Goals and ambitions

We believe it's important that internships are to the benefit of everyone involved. We therefore have a goal of 35% of internships resulting in a job. We achieved that goal in 2021, despite COVID-19, as 36% of our interns were offered a job.



SKILLS DEVELOPMENT AND INVESTMENT IN THE PERSONNEL

OUR EMPLOYEES ARE THE KEY TO OUR SUCCESS.

Motivated and engaged employees are our most important resource. That's why we regularly run courses and training able to contribute to personal and professional development – and to creating motivation and engagement. We want to use courses and training to retain and attract qualified workers, as they play a decisive role in our future growth and success.

External and internal courses:

- Introprogram
- Core values course
- Management course
- Value 360 course
- Negotiation techniques course

Continuous further education

- Industrial operator
- Laundry engineer
- EU HGV licence
- EGU
- IGU
- HD

Limited training opportunities in 2021

Due to the pandemic, it was not possible to run the courses and further education programmes we wanted to. We prioritised retaining jobs instead. Naturally, we want to come back strongly in 2022, making it a year for training and education. One thing that will mean is that we will work proactively to realise our ambition of all production personnel being offered skills development training before the end of 2025.

DFD's trainee programme

DFD wants to develop the talents of the future through our trainee programme. The programme introduces young people to our industry and to business in general, and over a period of two years, the candidates are given ample opportunity to try their hand at sales, service and production management, business development and project management.



2025
AMBITION

100% of our production
personnel will be
offered skills
development.



DFD'S CORE VALUES

DFD HAS THREE CORE VALUES
THAT PERMEATE OUR WORK AND COLLABORATION
WITH COLLEAGUES, SUPPLIERS AND CUSTOMERS.

Common values ensure a common identity

Our core values are the DNA of our management and the foundation on which we make decisions in the organisation. We want to use them to retain a common identity for all our employees regardless of which division or branch they work in, and all new employees therefore take part in a mandatory core values course.

Together on our core values

It's vital that our customers regard us as a value-creating and engaged partner. All DFD employees are therefore jointly responsible for compliance with our core values in their work – internally and externally, and in their attitudes and actions.

Our core values ensure continued progress and development

They also act as a springboard for DFD's ongoing development. They help us ensure that we remain a business known for its drive, initiative and an understanding of what's important to its customers. They therefore contribute to creating and maintaining a strong, unique position on the market.

Dedicated

By working together and engagement we can do our work with constructive energy and mutual respect.

Innovative thinking

By inspiring each other to always check whether there is a better solution, we can explore new roads

Business focus

Our solutions and actions shall create value and mean good business for everyone involved.



DONATIONS AND INVOLVEMENT IN THE COMMUNITY



CONCERN AND RESPONSIBILITY FOR THE WORLD AT LARGE ARE CHARACTERISTICS OF DFD. WE WANT TO LEAVE A POSITIVE IMPRESSION ON THE WORLD, AND ONE WAY OF DOING SO IS THROUGH DONATIONS.

SOS Børnebyerne

DFD wants to make a difference for all ages. That's why we donated DKK 100,000 and 5,000 bags with our logo to SOS Børnebyerne, which were used for the nationwide collection in 2021.

By supporting the international work of SOS Børnebyerne, we contribute to the creation of a sustainable future for underprivileged children, including by helping to give them a secure home and an education.

We therefore take part in global efforts to raise the level of education, and fulfil UN Global Goal number 4 of ensuring inclusive and equitable quality education and promote lifelong learning opportunities for all.

Red Cross Youth

We also donated to Red Cross Youth in 2021, supporting the #SygtUng campaign and donating 2,000 face masks.

Volunteers collected donations from the public for the hospital cafés via the campaign, places which give young patients a break from hospital routine. DFD supports initiatives that give young patients the chance to forget illness for while. That's why we donated upcycled jackets for all the ambassadors to wear when making collections.

Tomorrow Festival

Entertainment and culture also benefited from our discarded textiles. We donated sheets to the Tomorrow Festival in 2021, which were dyed and used to make stages and partitions around the site.



OTHER BENEFICIARIES OF DONATIONS FROM DFD IN 2021

- Cykelnerven
- National Film School of Denmark
- Egedal Municipality
- Københavns Kunstskele
- KEA
- Nordisk Film
- Sara Gade/Walk Collect Create
- Kolibriens Kræftværk
- Student architects
- DJ Jensen
- Danh Vu
- ... and others



THE ENVIRONMENT



DFD RUNS A RESPONSIBLE BUSINESS, WORKING PROACTIVELY VIA TARGETTED MEASURES TO REDUCE OUR IMPACT ON THE CLIMATE AND ENVIRONMENT.

And we do so on the basis of international guidelines and policies, including the ISO 14001 standard. This standard provides the framework for our day-to-day environment work, including saving resources such as water, electricity, gas, chemicals and diesel.

We work across our laundries to reduce our environmental impact, and all the measures we implement are according to ISO 14001 and the Nordic Swan Ecolabel.

AN EXCERPT FROM OUR ENVIRONMENTAL POLICY

- We run a responsible business with the smallest possible impact on the environment. We protect the natural resources around us, to ensure clean drinking water and a healthy environment for the generations to come.
- We will continuously reduce our environmental impact.
- We will reduce our waste through prevention, reduction and reuse.
- We will reduce our consumption of energy, water and diesel.
- We will implement new chemical concepts that will ensure careful treatment for textiles and minimum impact on the aquatic environment.

Regular checks

Part of our effort to reduce our environmental impact is focusing on the amount of chemicals we used in the laundry process, with regular checks performed by the Danish Technological Institute. Consequently, we comply with the industry association's requirements for measuring temperature, pH value and conductivity in water used for rinsing.

Responsible distribution and transport

Our distribution plays a major role in our overall environmental impact, and we focus heavily on cutting our CO₂ emissions from vans and trucks by cutting diesel consumption. We operate with full vehicles, along with optimising and planning the most eco-friendly routes.

We also lease our goods vehicles as part of the policy of ensuring the most eco-friendly fleet. This ensures that the fleet regularly gets the latest technology and meets the newest Euronorm standards and requirements.

Other initiatives within eco-friendly distribution

- All our vans and trucks will comply with Euronorm 6 as a minimum by 2025.
- All our drivers are trained in eco-friendly driving techniques.
- We advise customers on the lowest number of weekly deliveries.

Eco-friendly machinery

Maintaining our machinery is a major part of our environmental efforts. New machines were installed at the Aalborg laundry in the summer of 2021, which will guarantee customers an eco-friendly washing process along with the Nordic Swan Ecolabel.



**CASE
DOUBLE DECKER TRAILER**

2021 was also the year when we took the decision to buy a double decker trailer, which was recently delivered to our laundry in Aalborg. The trailer will be used to deliver uniforms to Odense University Hospital, which generates up to

70 hospital containers of soiled laundry every day from its 8,200 employees.

With two decks, the trailer has almost twice the capacity of a normal trailer, which means that the laundry can almost halve its diesel consumption and CO₂ emissions on the route, as only one run is needed instead of two.



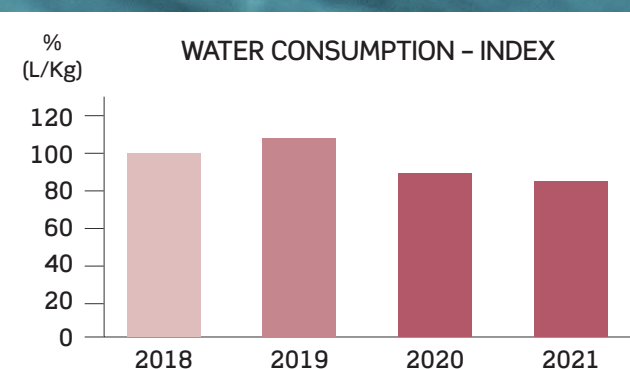
Risks and opportunities

Naturally, our core business entails using a huge amount of water, but it also helps reduce society's overall use of water by bringing the cleaning of work clothes and linen together in one place.

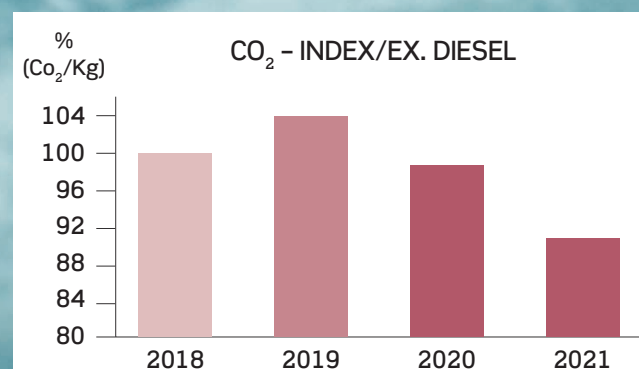
Large-scale operations make it possible to optimise all parts of the process to the benefit of the environment. For example: we can cut energy consumption through continuous improvement in chemical use, making it possible to wash at lower temperatures.

2025 AMBITION

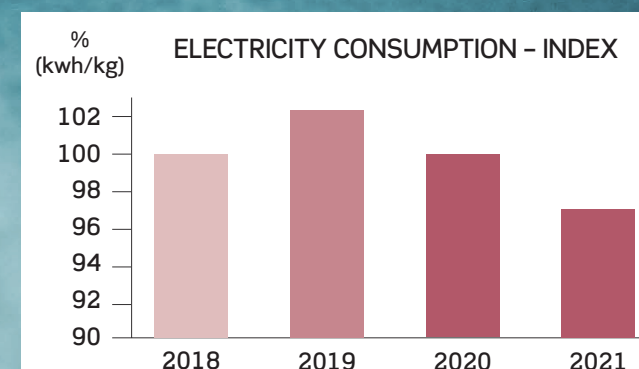
We have an ambitious goal of a 20% reduction of our and energy consumption by 2025



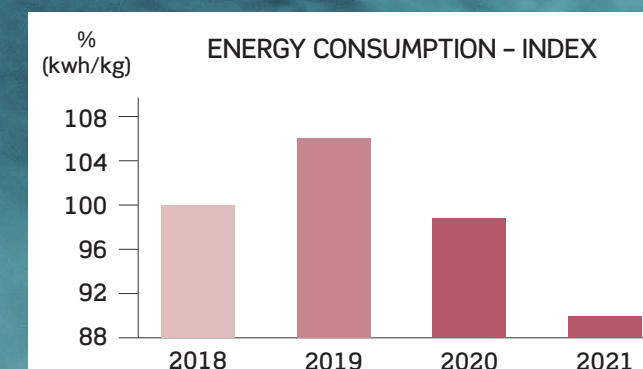
The figures show the statistics for total water consumption by the laundries.



Our CO₂ statistics cover gas, electricity and space heating.



The figures show the statistics for total electricity consumption by the laundries.



The figures show total energy consumption for all our laundries.

CERTIFICATION AS A GUARANTEE



OUR CERTIFICATIONS ARE OUR CUSTOMERS' GUARANTEE OF EXTERNAL DOCUMENTATION AND MONITORING.

Our certifications give us a number of means to constantly improve within certain areas, and act as as guarantee for observance of the high industry standards. Regular audits also ensure frequent input from external experts on the way we run the business, its development and ongoing improvements.

The DS 49001 standard (social responsibility and local anchoring) only applies to head office and is the principle on which we base our policies and guidelines.

OUR CERTIFICATIONS AT GROUP LEVEL

- Working environment (ISO 45001)
- Environmental management (ISO 14001)



In addition, our department - depending on industry sector - are certified within:

- Food safety (ISO 22000)
- Hygiene (DS2450/ 2451-8)
- Quality management (ISO 9001)



CASE NORDIC SWAN LABEL FROM DAY 1



We opened a new laundry in Skovlunde in 2021. During its building, we focused strongly on environmental-optimisation of all parts of the laundry processes, which led to the new laundry being awarded the Nordic Swan Label from day 1.

What that means in real terms is that water, energy and chemical consumption for washing and drying are carefully monitored. In addition, the laundry's active efforts to cut diesel consumption within transport by constantly optimising routes and training its drivers are also taken into account.

NORDIC SWAN ECOLABEL TEXTILE SERVICES



WE WANT TO BUILD A CIRCULAR ECONOMY WITHIN SUSTAINABLE CONSUMPTION. WE THEREFORE COLLABORATE WITH MILJØMÆRKNING DANMARK (ECOLABEL) FOR THE NORDIC SWAN ECOLABEL.

14 of our laundries are now certified for “Nordic Swan Label Textile Service”, which sets requirements for the entire product life cycle from raw materials to production, use, disposal and recycling. That means our laundries are some of the most eco-friendly in the country.

The Nordic Swan Label laundries are in:

Lyngby, Skovlunde (two), Roskilde, Køge, St. Heddinge, Maribo (two), Odense, Kolding, Vejle, Herning, Hadsten and Aalborg.

Regular updating of the Nordic Swan Label means tighter requirements to be able to obtain and retain certification, which helps push us in a more sustainable direction, which contributes to Global Goals 6 and 12 in particular.

Nordic Swan Ecolabel Textile Services certification has the following benefits:

- No perfumes or optical whiteners in the chemicals
- No hormone disruptors in the chemicals
- Optimised chemical dosing
- Reduced electricity and water consumption for all processes
- Waste sorting, including recycling or eco-friendly disposal
- Drivers trained in eco-friendly driving techniques.



DFD

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