

SERWIZ

Sustainability 2022

COMMUNICATION ON PROGRESS
UN GLOBAL COMPACT



Sustainability is part of our DNA

Sustainability is one of SERWIZ's three strategic priorities, along with transparency and digitalization. Our business model is based on integrating sustainability and responsibility into our practical working methods – it's part of our DNA.

We believe that successful collaboration takes place first and foremost when you can see and understand things from both sides through open dialogue where we dare to challenge each other. Consequently, we base all our contracts on transparency, flexibility, and respectful dialogue between people.

In collaboration with our clients, we find the best way to support their specific overall goals, prioritize actions, and measure them.

When we talk about sustainability, we are talking about the Triple Bottom Line: environment, social responsibility, and sound governance (ESG - Environmental, Social, Governance).

Environment (E)	Social Responsibility (S)	Governance (G)
<ul style="list-style-type: none"> • Climate • Resources • Pollution and biodiversity 	<ul style="list-style-type: none"> • Working conditions • A safe and healthy working environment • Lifelong learning 	<ul style="list-style-type: none"> • Economy and transparency • Sound governance • Equal opportunities and diversity

When we launch a new client contract, sign a new partner agreement, and select the foods and cleaning products we will use, we ask ourselves a number of key questions:

Environment

- How do SERWIZ's activities affect the environment locally and globally?
- How does this new activity affect the environment?

Social Responsibility

- How does SERWIZ's behavior affect society and, not least, our employees?
- What are the social consequences of our actions?

Governance

- Are SERWIZ's actions ethical?
- Can we be trusted?

Through environmental mapping, we work in a structured way to reduce our environmental impact, e.g., by limiting food waste and reducing the amount of meat in our canteens. Our cleaning products are generally eco-labeled, and disinfectants are biodegradable.

The choice of suppliers has an enormous impact on how sustainable we can be. In order to ensure that the entire value chain is intact, we partner with companies that can demonstrate a serious and focused approach to sustainability – such as Hørkram, Aurion, and Multiline. We also partner with a number of small, innovative producers, who are similarly focused on sustainability and quality.

We need to be able to measure environmental impacts, e.g., CO₂ emissions, and we need to ensure that the materials and methods we use are as environmentally friendly as possible in order to reduce our impact on the environment – e.g., in relation to biodiversity.

The social pillar is difficult to measure, as it is very much affected by people and opinions in constant change. What we can measure, however, is whether we are taking good care of our employees, so that they will not get injured at work. We can also measure whether we contribute to the development of our employees. In our industry, we employ many people without formal training, and to us it is important that they are better equipped for the labor market when they leave us than they were when they first joined us.

Management is very much about trustworthiness and trust. Do our clients trust us to keep our promises? Are the goals of the Board of Directors and the Management in keeping with the goals of the employees and the clients? Do employees trust that their workplace is safe and fair?

We are convinced that only by being open and transparent with our clients, partners, and employees can we achieve a strong and trusting partnership that enables us to deliver sustainable quality services.

The sustainability strategy is firmly rooted in SERWIZ's Top Management.

Christian Lunner
CEO



Concrete aims for our sustainability strategy

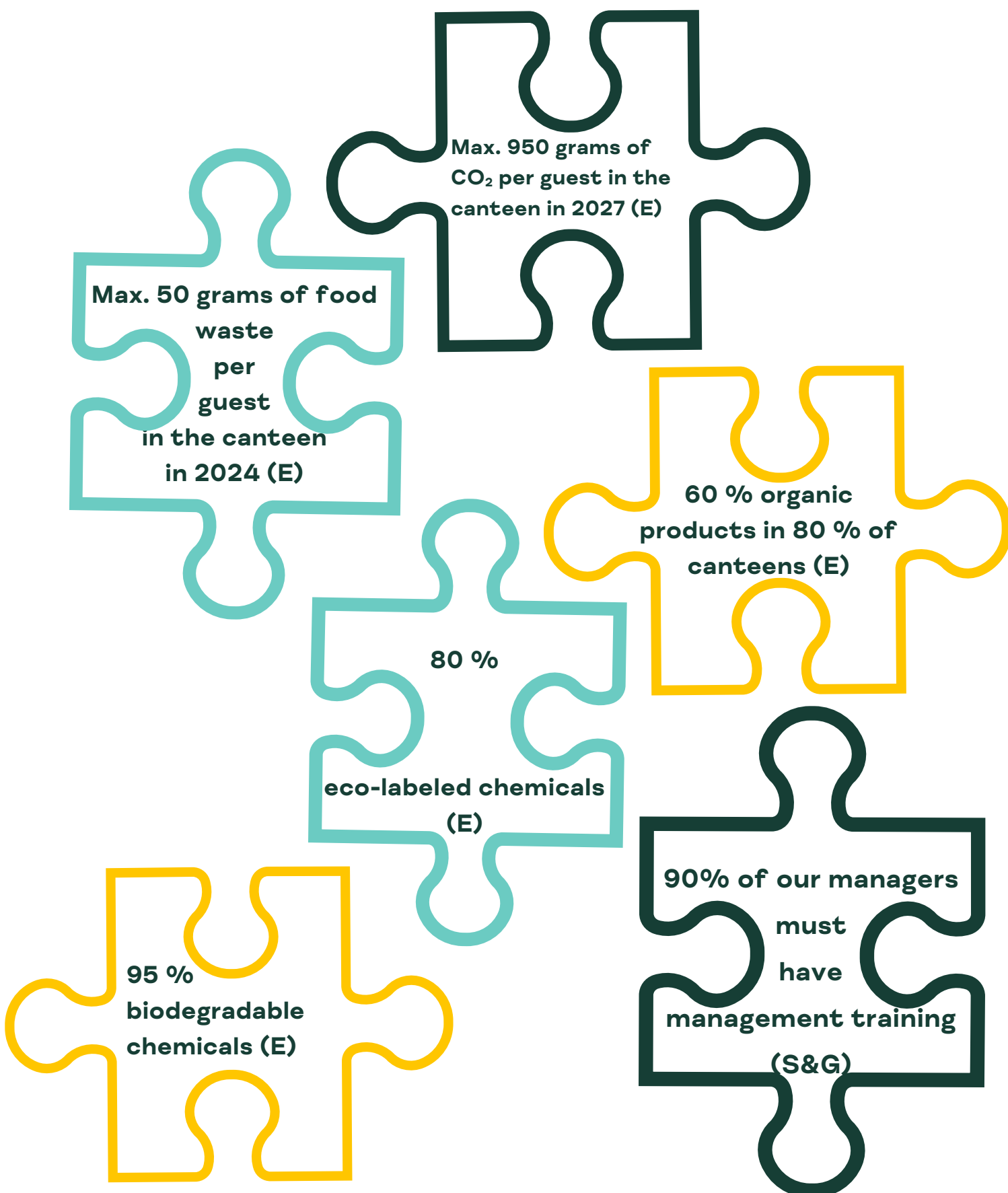


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SERWIZ's Sustainability Strategy

	Topic	Purpose	Goal	Actions
Environment	Climate	Reducing the carbon footprint of the food used in our canteen services.	Reduction of CO ₂ by 30 %. Max. 950 grams of CO ₂ per guest in the canteen by 2027. Max. 50 grams of food waste per meal produced.	Establishment of a baseline for CO ₂ from food per Site. Data for CO ₂ footprint of procured food per Site. Establishment of baseline for food waste. Measurement and live generation of data via eSmiley.
	Resources	Recycling as much waste as possible. Minimizing consumption of single-use plastic and packaging. Upcycling materials if possible.	No quantitative goals as of yet.	Waste guidelines and dialogue with clients.
	Pollution and biodiversity	Use of organic products for canteen services.	Silver ecolabel in all new canteens. As a minimum, Bronze ecolabel in all canteens.	
Social Responsibility	Working conditions	Health care scheme for all. Pension scheme. Collectively agreed wages.		
	Occupational health and safety	Basic WPA at all Sites.	All Sites have an updated Basic WPA and have conducted an annual review.	The Site's Basic WPA is born during the mobilization phase and follows the Site throughout the operational phase.
	Lifelong learning	Training of managers. Training of front-line staff.	All SERWIZ Managers with 6 months' seniority start attending the management course Module 1, "Management in Practice".	
Governance	Economy and transparency	Open-book principle with all clients who may wish so.	No quantitative goals.	
	Sound governance	Correct pay on time. Sound governance in the SERWIZ Spirit.		
	Equal opportunities – diversity	Gender balance	Maximum variance of 40/60 at all levels of organisation.	
		Diversity	Many different nationalities form part of the fabric of our industry. We do not register our employees' nationality.	

Environment

Climate/CO₂ reduction

We want to reduce the carbon footprint of our services by 30 %. The first step is to map our carbon footprint. We have started to produce data so that we can now measure the carbon footprint of the raw materials we use for canteen catering, and of food waste.

We prioritize these two goals, given the fact that food production accounts for 25-35 % of total global greenhouse gas emissions – corresponding to 14-20 billion CO₂ equivalents¹ – and food waste is the third-largest item in CO₂ emissions from food production, after the CO₂ footprint from land use and food production in fields and on farms.

Our long-term goal is to prepare a total CO₂ mapping of all factors associated with operating our kitchens, e.g., ancillary materials (chemicals, workwear, cloths, dish towels, etc.) as well as services (washing of workwear and linen, equipment maintenance, etc.). When choosing suppliers, we focus on choosing suppliers that can provide these data.

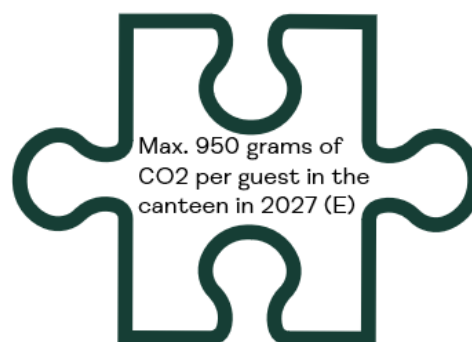
CO₂ from food

We can now extract data on the carbon footprint of the raw materials (foods) we use at each Site. The calculation covers 95 % of the food used in our canteens. Our CO₂ calculations are based on Mogensen, L. K. (2016), Tabel over fødevarers klimaaftryk (Table of the climate footprint of foods), Aarhus University, Department of Agroecology.

Using data, we can work with our clients to chart a course towards a more sustainable everyday life. For example, we have mapped the distribution of carbon footprint for various types of consumption, and we can see the carbon footprint of milk for coffee, various types of meat, etc. This allows us to target areas with the potential for maximum CO₂ reduction.

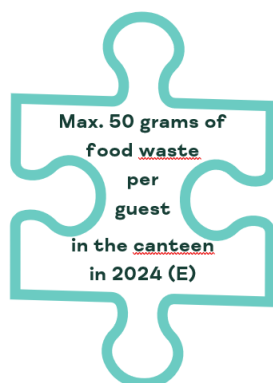
We believe that one way to reach this goal is through menu planning. We therefore aim to train all SERWIZ chefs in making carbon-friendly dishes.

As part of our sustainability strategy, we have set a firm target of a maximum of 950 grams of CO₂ emission per guest per day.



¹ Our World in Data, "How much of global greenhouse gas emissions come from food?", <https://ourworldindata.org/greenhouse-gas-emissions-food>

Food waste



One third of all food produced ends up being thrown out, and food waste accounts for approximately 3 % of the world's total CO₂ emissions.

We collaborate with our suppliers and clients on reducing food waste.

We do not believe that we can eliminate food waste entirely – we will never get to 0 %. There always will be food that has to be thrown out for food safety reasons. Our current goal is a total waste of a maximum of 50 grams per day from SERWIZ's food production – from food loss as well as food waste.

Flow of food waste from retailer to the guest's plate



Handling at retail level

SERWIZ's efforts against food waste begin with our choice of suppliers and partners. All primary suppliers must have committed themselves to the UN SDG 12.3 to halve food waste globally by 2030, and suppliers must also have local action plans and initiatives in place that show they are actively working towards this goal.

SERWIZ's procurement of raw materials

We do not impose commercially dictated requirements that will impede flexibility. For example, we do not require long residual shelf lives for pasta, rice, spices, and similar items where such requirements have no practical importance, as their shelf lives extend far beyond the canteen's planning horizon.

Our procurement system has a feature that allows the supplier to promote items that are close to their expiration date, so that our chefs can respond and use them in the menus of the week. In this way, we help both the supplier and the producers to avoid food waste. Of course, all products still must be fresh, be of high quality, and comply with our policies on animal welfare, farming, and origin.

We do not fine suppliers for sold out products, but tailor our menus according to the products that are available from primary producers (farmers, fishermen). When possible, we consciously buy locally grown foods that are in season, and, accordingly, we also accept that the weather may affect a delivery.

Food

Any product – whether processed, semi-processed, or raw – intended for human consumption. "Food" includes beverages and any substance that is used in the manufacture, preparation, or treatment of food. "Food" also includes items that have become spoiled and are therefore no longer fit for human consumption. It does not include cosmetics, tobacco, or substances used exclusively as drugs. It includes processing aids that are used in the food supply chain, such as water for cleaning or cooking raw materials in factories or at home.

SERWIZ's efforts are based on the definitions of food waste as described in the 2019 UN Food Loss and Waste Accounting and Reporting Standard, which distinguishes between food loss and food waste.

In the canteens, we have divided our efforts against food waste into three areas:

- Production waste
- Buffet waste
- Plate waste

Food waste

Items associated with a food which in a particular food supply chain are not intended for human consumption. Examples of inedible parts of food are bones, shells, peels, and pits/kernels. Packaging is not comprised by "inedible parts". What is considered inedible varies from user to user (e.g., chicken feet are eaten in some food supply chains, but not in others); it changes over time and is influenced by a number of variables including culture, socio-economic factors, availability, price, technological advances, international trade, and geography.

Food production in the kitchen

- Overcooking has major impact on food's nutritional value. As a consequence, we base our food preparation on methods and knowledge that help ensure that we use optimal cooking temperatures.
- Scraps of carrots, cauliflower, and broccoli are used in the production of pickles – including classic pickles, pickled mushrooms, and pickled celery.
- When possible, peels, skin, stalks, and stems are always incorporated into our menus as natural flavorings or to add body to a dish.
- Rye bread is always repurposed. At the buffet, we have a bowl for ends of loaves and crusts. Typically, rye bread is grated and toasted and used as a sprinkle on our breakfast cereals. It can also be sliced and baked again into crispbread, chips, or croutons.
- Fruit is cut up and used in jams and relishes. In winter, it can be used for a hot fruit drink served with a spicy biscuit as a small treat for guests.
- Vegetables are used in soups and purées. They can also be used in pies or as filling in various types of stuffing.
- Leftover meat is used for rillettes, which is tossed with fresh herbs, vegetables, and carbohydrates before being breaded and cooked into Nordic arancini.

Serving in the canteen

Once preparation has begun, we say the food is in loop. This means that we need to find a use for it on that particular day. Here, we always try to leave openings in the menu of the day for extra accompaniments or a mixed salad towards the end of opening hours.

- The food served for lunch is in loop, and we serve everything as single-serving portion-sized meals whenever possible. Final plating of the food takes place continuously throughout opening hours. In this way, we minimize the volume of ready-made food on display while ensuring that our guests will always have fresh hot/cold food, regardless of when they want to eat lunch.
- Towards the end of opening hours when guests are fewer, we use fewer and smaller platters. The selection of food should be the same as at the beginning of opening hours. However, by using smaller platters, we still can present full platters that look aesthetically pleasing and fresh, while reducing the volume of food we may have to throw out.
- Inevitably, there will be left-over food after opening hours. We deal with this by saving food items that we know for certain have been on display for less than three hours and are suitable for reheating at min. 75°C (fish products, for example, are not). From these, we make potpourri meals, which are put out for sale to our guests via the SERWIZ app.
- Food items that are in loop, but that have not been served, should be used in, e.g., soups, cold dishes, baked goods, or spreads and purées. It is important that the kitchen staff look at the individual food items once more and ensure that the food is presented as a self-contained dish with a logical expression.



We'll never get to 0 % food waste, but we're always looking for good ideas for maximum reduction.

On the plate

- Each dish is served in single-serving portions, and guests may choose between small or large portions.
- Our cold dishes are served in single-serving portions, and we have reduced their size. Instead, guests may help themselves to several different dishes.
- We choose lunch plates that are not over-sized. The amount of food looks bigger than it actually is on a smaller plate, and guests take less food in each helping. They are welcome to go back for more helpings.
- No trays: we advise our clients to do away with trays, if they have any. This is known to lead to less food waste.

Food waste management

We measure food waste every day and have an ongoing process and dialogue across all our kitchens to continuously become better at minimizing food waste.

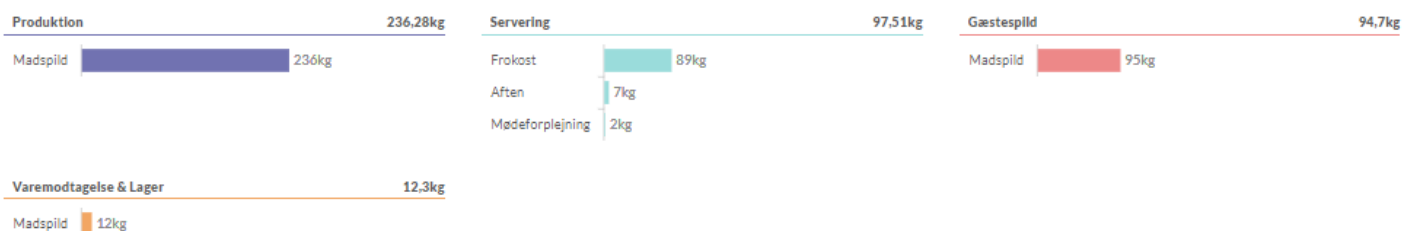
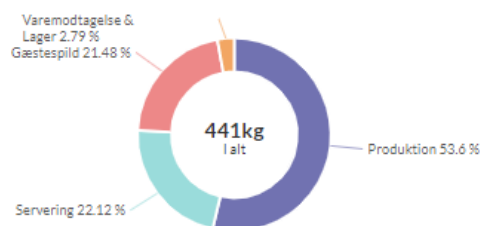
We use the eSmiley FOODWASTE programme for daily registration. We can check, analyze, and compare data across menus, seasons, and contracts and make analyses and reports available to our clients, so that together we can reduce food waste.

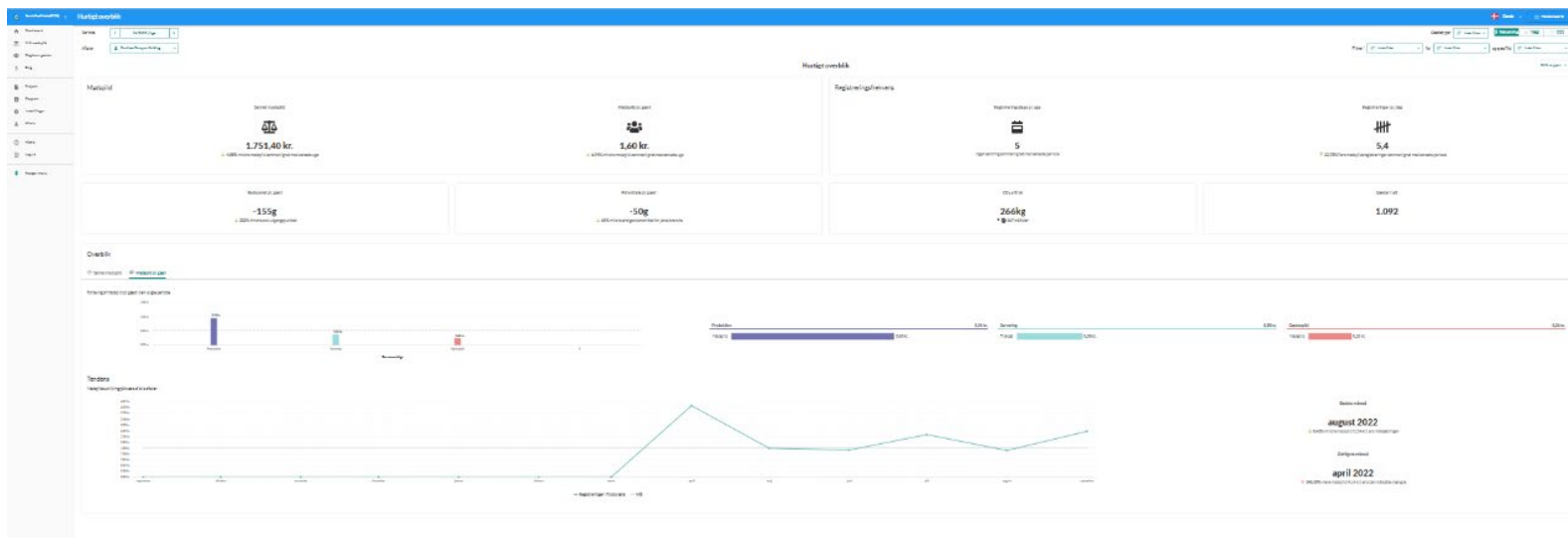
Food that has not been eaten is thrown into the waste sorting system as biological waste. From there, it can be sent to a biogas plant – by arrangement with the client – to be converted into heat and fertilizer.

Examples of some of the graphs we retrieve in eSmiley FOODWASTE:

Overblik fordelt på områder

Samlet mængde madspild i 22.08.2022 - 28.08.2022 perioden (week) med top 3 kasserede produkter pr. område





Resources

We want to use resources responsibly and to help recycle and reuse as much waste as possible.

Waste

We work with our clients to ensure that waste is properly sorted at the Sites we serve. The aim, of course, is to recycle as much as possible. In our waste management practice review, we note which fractions the client collects, in which containers, and where they are situated. In dialogue with the client, we establish a proper sorting system that supports the fractions that are possible to collect at the Site.

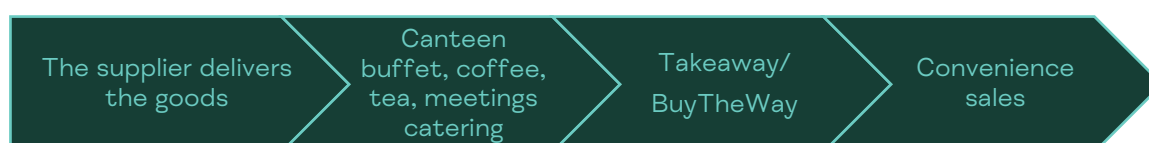
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Single-use plastic/packaging

Where possible, we try to avoid single-use plastic in our canteens and use washable tableware. For takeaway solutions, we look for what works and is most sustainable.

We want to reduce the amount of packaging used in our production, and we want all packaging to be either biodegradable or recyclable. Consequently, our efforts are aimed at reducing the amount and type of packaging used by subcontractors, e.g., for delivering meat, fruit, vegetables, and dairy to the canteen, as well as packaging for convenience sales.

Types of packaging



Canteen buffet, coffee, tea, meetings catering

For breakfast in the canteen, lunch, and meetings catering, we strive to use chinaware that can be used time and again.

Takeaway/BuyTheWay

For takeaway, we use packaging made from 80 % recycled or biodegradable materials.

Convenience sales

As for convenience sales – e.g., coke, chocolate bars, etc. – we regularly introduce guests in our canteens to products from producers who package their goods in sustainable materials.

Upcycling and recycling

One way to minimize our environmental footprint is through upcycling. We consider whether we can use products that others have produced from recycled resources, and whether residual products from our own activities can be recycled.

From tablecloth to chef's jacket

We rent the kitchen staff's clothes and tea towels from the industrial laundry De Forenede Dampvaskerier (DFD). DFD is Swan-labeled and works with upcycling of textiles.

With their DFD upcy concept, DFD recycles textiles that would otherwise have to be discarded due to wear and tear. Upcy products are intended to replace conventional products that would otherwise have to be purchased new. Sheets and tablecloths are remade into waiter shirts, chef's jackets, and aprons. All terry cloth items are transformed into guest towels, replacing disposable paper in lavatories. Upcy products are designed in Denmark and sewn in dressmaking factories in Europe. DFD's goal is to recycle all of their discarded textiles by 2025.

Ghost net mats

As part of our cleaning services, mat services are included at several Sites. We have started to offer a new type of mat whose pile – the absorbent side – is made of 100 % recycled plastic. The recycled material consists mainly of discarded fishing nets collected from the world's oceans – so-called ghost nets – and are converted into new, recyclable nylon.

Ghost mats offer several advantages: they are very durable, they are able to absorb large amounts of moisture, they dry quickly, dirt and grime collect at the bottom, and they just need to be vacuumed. This saves CO₂ from fuel used to transport the mats, as they do not need to be washed and cleaned or replaced as often as other mats.

Old workwear recycled into sound absorption in cars

SERWIZ was created from the Danish branch of the French, global group Sodexo. When the SERWIZ brand replaced Sodexo, 150 kilos of workwear with Sodexo logos were collected in order to be replaced by new SERWIZ clothes. The old clothes were packaged and sent to the Netherlands, shredded, and given new life as sound-absorbing material in cars. Henceforth, when employees get new workwear, we will still collect their old workwear for recycling. Our apparel supplier, Bacher, works with several companies that recycle discarded textiles.

Workwear with fibers made from old plastic bottles

It is important to us that our employees feel comfortable in their workwear. They have to wear it for many hours every day, and they need to be able to move optimally in it. We therefore view it as a big gain that we have managed to find workwear that our employees are happy to wear, that looks good, which our clients expect, and that is also sustainable.

The jackets and boiler suits we use are made from 50 % recycled polyester. The fibers are manufactured by REPREEVE® and made from recycled materials, including plastic bottles. REPREEVE® has U-Trust verification, which certifies that recycled content requirements are met. They are 100 % traceable, ensuring that the end product contains the right type of fiber in the right quantities.

Pollution and Biodiversity

At SERWIZ A/S, we will work consistently to reduce the environmental impact of the services we provide and will work actively to prevent pollution. We can only do this through collaboration with our clients and suppliers on new initiatives that can contribute to our shared reduction of environmental impact.

Ecology and animal welfare

Our goal is for 80 % of our canteens to receive the Silver Organic Cuisine Label, which requires 60 % organic raw materials in our production. The percentage of organic products is defined in collaboration with the client, and our minimum requirement is that all new canteens should receive the Bronze label (30-60 % organic raw materials).

We make demands on animal welfare and use seasonal raw materials. We focus on strong partnerships that support our goals and need for data, so that we can document our progress.

SERWIZ requirements for quality, sustainability, and animal welfare:

- All products are covered by our "no fly-policy".
- Chicken meat is Danish and has at least one welfare label.
- Meat is always from the EU – primarily from Denmark – and the animals are raised, transported, and slaughtered in the same country.
- Fish is, as a minimum, either MSC- or ASC-labeled, wild-caught, or have the Danish label NaturSkånsom.
- Fruit is always from the EU, bananas and oranges excepted when not available from Greece, Spain, or Sicily.

- Fruit and vegetables are seasonally adjusted in our procurement portal. This means we have a seasonal shift that clearly shows our chefs what is in season. This is managed manually, as the weather season does not always align with the calendar.
- Chocolate bars – primarily Fairtrade
- Eggs are always from free-range hens
- Coffee – primarily organic and/or Fairtrade

Always organic:

- Fresh dairy
- Fruit
- Juice
- Flour

We have not reached our goal yet, but we are working on getting there and to be able to document what we are doing, through validated data. Only by measuring and documenting our efforts can we see if we are moving in the right direction, and where we need to take action to achieve our ambitions.

Our partners support our goals

We choose partners who support our values and visions. Our primary partners for food procurement for the canteens are Hørkram, Gert Nielsen Kød, and Aurion. All have been chosen based on their sustainable profile. We also work with a number of small, innovative Danish producers to support developments on the culinary stage:



Hørkram is our main food supplier in general. Hørkram has a proven focus on sustainability and a strong stance on and goals for, e.g., renewable energy, ecology, seasonal raw materials, food waste, and reducing packaging.

Aurion delivers flour straight from their own mill. The grain at Aurion comes primarily from Danish, organic and biodynamic farmers, and their grain is stone-milled.

Gert Nielsen Kød emphasizes the importance of animal welfare and the environment in their production. The cattle are kept in open pasture most of the year, eat and sleep when they want, are checked on daily, and get a variety of food from fields and forests as supplement to their feed. During the winter months, they are kept in barns with plenty of space for moving around and plenty of straw. The cattle have short transport times to the slaughterhouse. The pig farmers they work with raise pigs of high taste quality. The pigs are fed with Danish fodder and whatever they find on their own in the fields.

SMALL producers

- Bagsværd Lakrids
- Chocolate from Mark Herman
- Rebæl – eco-lemonades
- Eco-soft drinks Fejøl/Coca Cool

As many eco-labeled cleaning products as possible

For cleaning, our choice is eco-labeled products wherever possible. In concrete terms, this means that the products we use contain no added colors or fragrances, except for products where the color has a specific function, such as dishwasher rinse aid or oven rinse aid. Dishwasher detergent is chlorine-free.

If a product does not qualify for eco-labeling, we prioritize products that are biodegradable. One example is disinfectants, which, in principle, cannot be eco-labeled. The disinfectant we primarily use is based on lactic acid and is biodegradable.

We keep up to date with the best products and most environmentally friendly choices. For example, where possible, we choose products from Diversey's SURE range. SURE products are plant-based, which means that no non-renewable resources have been used in their manufacture. They are made from agricultural and food industry by-products from, e.g., sugar beet, maize, straw, wheat, and coconut. The products are eco-labeled and 100 % biodegradable. Even their packaging is biodegradable (Cradle to Cradle).

Articles for consumption

As regards paper products like toilet paper and paper towels, we need to adapt to the client's dispenser type. Often, only one type of paper will fit a given dispenser.

Where we can influence the choice of dispenser, we use products from TORK, as the company has a strong environmental and sustainability profile, and their products support SERWIZ's environmental strategy. For example, Tork has been listed on the FTSE4Good global sustainability index since 2001 and won gold in the EcoVadis DSR Rating in 2019.



Cloths

An important business area for SERWIZ is the cleaning of aircraft at Copenhagen Airport in Kastrup. We use approximately 500,000 cloths for aircraft cleaning every year, so it matters what type we use for the job. We have chosen a type without microplastics.

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For aircraft cleaning,
we use cloths without
microplastics

Social Responsibility

We take care of people, who take care of business

"We take care of people, who take care of business" is our "People Promise", which is a centerpiece of the entire SERWIZ business.

Our employees are our most important resource. It is important to us that they have decent working conditions and thrive in their daily work with our clients. We want them to last for many years, which is why we take good care of them.

Our employees are covered by collective agreement, and SERWIZ is a member of DI (the Confederation of Danish Industry)/SBA (the service sector's employers' association "Servicebranchens Arbejdsgiverforening"). Our membership means that we are audited annually, where we must present, e.g., documentation on completed Workplace Assessment (WPA) as well as documentation showing that the company is a diverse workplace with conditions of equality for all, documentation on written guidelines for our employees' skills development, and documentation on onboarding of new employees.

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Our employees are
our most important
resource



Working conditions

Correct pay on time

SERWIZ employees must at all times be paid correctly at the agreed time. To achieve this, all employee pay-related data must be reported accurately and on time and verified and approved in accordance with legislation, policies, collective agreements, local agreements, and supporting training documents. Employees with staff responsibilities are trained to handle payroll data, e.g., in supporting systems and software. In the event of absence, a competent substitute is appointed.

Job profile awareness

All employees must have a job description. The job description states the collective agreement under which the employee is employed, primary and additional duties, responsibilities, the skills required for the job, and the education, training, and experience the employee is expected to have.

Health care schemes

In order to support employees at the interface between work and private life, SERWIZ has established health care schemes for contractual employees as well as salaried employees. Through these schemes, employees can get help and treatment anonymously. Employees can make use of the schemes regardless of whether the problem has arisen at home or at work.

Close dialogue between Manager and employee

As part of SERWIZ's corporate culture and procedures, Managers regularly have 1:1 touchpoint contact with their employees. These dialogues focus, e.g., on whether the necessary resources are available for the task, and whether the working environment is safe.

Employee satisfaction survey via app

SERWIZ's internal communication takes place via our employee app, which all employees have access to via a smartphone. The app is used to create community across the company, and this is where employees can read our employee policies. Therefore, it is only natural that our employee satisfaction survey (MTU) is carried out via the app. Each month, employees receive a push notification with a link to a short electronic questionnaire that takes just minutes to complete. This makes responding easily manageable, and we achieve a high response rate.

A safe and healthy working environment

At SERWIZ, we want to ensure that SERWIZ workplaces are safe and healthy in terms of physical as well as mental working environment and that our employees can go to work and go home without being injured or getting worn out.

As part of the mobilization process, we prepare a Basic WPA based on our ISO-certified Occupational Health and Safety Management System. Here, we identify and record all issues and tasks that may harbor an occupational health and safety risk. Throughout the duration of the contract, the WPA is continuously updated with near misses, risk observations, and workplace injuries. The Service Manager and local Health and Safety Representative, in collaboration with QHSE, are responsible for ensuring that the WPA is followed up.

Chemicals management

We have a chemicals process managed by a Steering Group that includes a standard catalogue of SERWIZ-approved chemicals, selected according to the following criteria:

- Quality
- Environment
- Working environment
- Social responsibility

By means of our chemicals database, we keep track of the chemicals used at each Site. The database also provides an overview of substances of concern that are still legal (the REACH candidate list). We do not wish to use substances on the REACH list. We can, at any time, print out a list of safety data sheets for the chemicals we use at the Site.

We focus on substitution of chemicals, and we are constantly looking for the chemicals that are best for the environment and the working environment and that can also do the job.

Lifelong learning

Management courses

A middle manager who has been with SERWIZ for six months must complete our mandatory leadership training, Leadership in Practice. If they wish, they have the possibility of further training. SERWIZ pays for the courses, and attendance counts as working time. As of present, 27 of our 50 middle managers have completed leadership training, four are attending, while eight will start leadership training in the next few months.

Front-line staff training

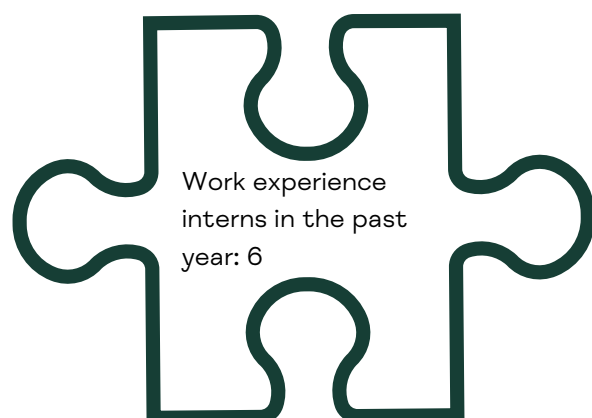
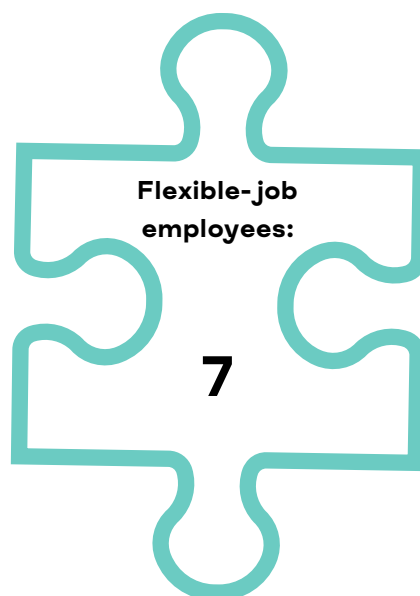
We support our employees when they want to develop their skills. The FM industry is characterized by short and precarious employment relationships, and many of the staff do not have a post-lower secondary education.

The organisation of training for SERWIZ employees is based on the principle that it is important that employees feel that they

- have the necessary qualifications to perform the work for which they are employed
- continuously develop their competences and skills
- are better equipped for new challenges after having been employed with SERWIZ.

Depending on the current needs of a client, we have the opportunity to send our service employees on labor market training courses (AMU). The immediate manager helps the employees to find the right training and development for their individual needs.

With this in mind – and because it is good business practice – SERWIZ aims for all clients to remain clients for at least 10 years. This helps to give our employees job security, and it gives them a good framework for receiving training or moving on to new sectors with higher job security.



Governance

We believe that successful collaboration takes place first and foremost when you can see and understand things from both sides. Consequently, we base all our contracts on transparency, flexibility, and respectful dialogue between people.

SERWIZ is triple ISO-certified for quality, environment, and working environment.

Our ISO-certified management system (the SERWIZ Management System, SMS for short) commits Management, Executives, and specialists to leadership, commitment, responsibility, and accountability. The aim is to foster a culture within the organisation that focuses on ensuring high standards and performance for our clients, employees, and the environment – and, ultimately, for SERWIZ – by leading the way by example.

Already from the first meeting with our clients, we have a managed process that ensures consistency between the things we promise (offers, etc.) and our future delivery, operation, and development. This means that we bridge the gap between the management system (SMS) and the client's contract-specific requirements.

We are triple ISO-certified for

- ISO 9001:2015 Quality
- ISO 45001:2018 Working environment
- ISO 14001:2015 Environment



Economy and transparency

Collaboration and openness

SERWIZ's business model is based on open and transparent collaboration with clients and employees. Through transparency, we build trust between parties, and we start listening so that we understand each other's views and can challenge each other. In this way, we jointly can develop our services and increase our clients' level of satisfaction.

Whistleblower policy

SERWIZ staff will often be the first to detect irregularities or fraudulent behavior. We want an open corporate culture where everyone can come forward freely, and report suspected irregularities or illegalities involving SERWIZ A/S's employees, Management, Board of Directors, and other stakeholders.

SERWIZ has established the statutory whistleblower scheme, where employees anonymously can report violations or omissions in relation to legislation as well as other serious and sensitive matters. The aim is to increase the employees' ability to

- speak out about unlawful or objectionable matters
- protect those who report information to the whistleblower scheme
- detect errors and omissions.

The whistleblower scheme is a complement to the direct and daily communication at SERWIZ on errors and unsatisfactory circumstances, etc. On a daily basis, we try to solve problems by the individual employee contacting his/her immediate supervisor, union representative, or Management directly.

Sound governance

Procurement

Instead of supplier contracts, we partner with companies that share our values. In this way, we ensure that the entire value chain measures up to our goals for sustainability and high ethical standards. SERWIZ's partners observe the same ethical standards that are incorporated into SERWIZ's Code of Business Conduct, which states, among other things, that we

- must comply with all applicable laws, regulations, and collective agreements
- must treat each other fairly, with dignity and respect
- shall prepare all records of financial transactions diligently and accurately
- shall honestly and in a timely manner report on financial situation and transactional results
- must treat clients, suppliers, and financial partners honestly and fairly
- must avoid actual and potential conflicts of interest
- must avoid giving and/or receiving gifts improperly.

Gift policy

SERWIZ's guidelines on gifts are intended to ensure that SERWIZ and our employees do not give or receive gifts that could be considered a bribe in a relationship. We do not want to contribute to distortion of competition or any inappropriate distribution of benefits/resources.

When employees are offered gifts from a supplier or business partner, they should be aware of whether the gift is given in return for the supplier or business partner wanting to achieve something in the relationship. If the employee is in doubt, the gift should be declined.

Just as we do not wish to receive gifts that could be mistaken for bribes, we do not wish to give gifts that could be mistaken for bribes.

Equal opportunities and diversity

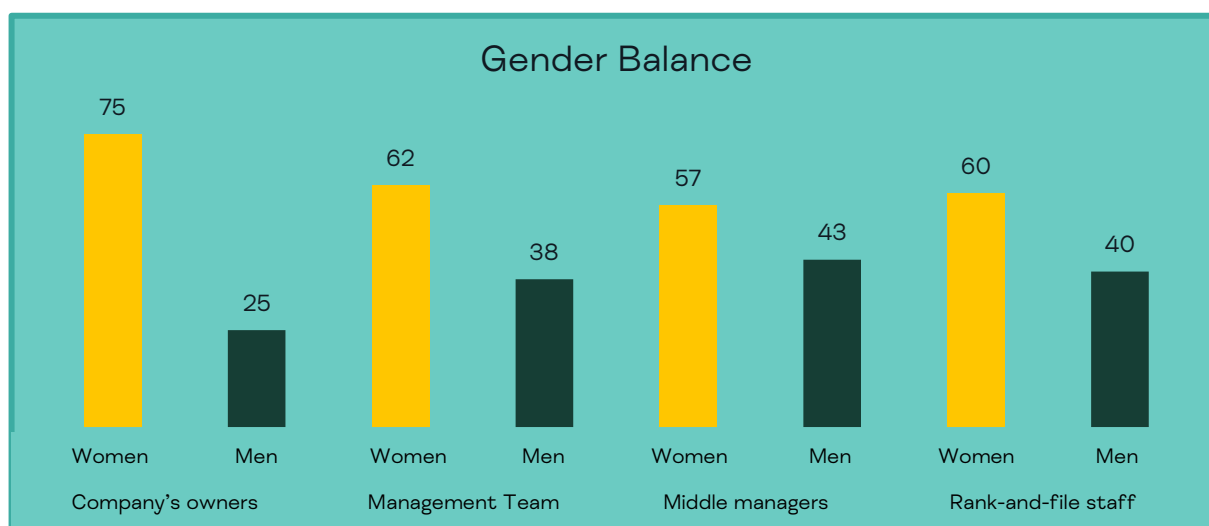
Many of our employees are of ethnic origin other than Danish, so diversity forms a natural part of the company's fabric.

Moreover, as we mention in the section "Lifelong learning", the FM industry is characterized by short and precarious employment relationships, and many of the staff we employ do not have a post-lower secondary education.

For us, an important element of creating equal opportunities is that, regardless of background, our employees should have access to developing their skills while they are employed with us. The employees' immediate Manager will help find the right courses for each individual.










Gender Balance











SERWIZ aims at a maximum variance of 40/60 for all management levels. We focus on ensuring that the gender composition of our rank-and-file staff is reflected through all layers of management. Today, the breakdown is:



Sustainable Development Goals

In the chart, you can see how the sustainability activities we have launched are linked to the 17 UN Sustainable Development Goals.

Sustainable development goals	E	S	G	SERWIZ's initiatives
	x			Ecology: We work with food producers and suppliers who follow sustainable practices. We have been awarded a Silver ecolabel, which means that 60 % of the products in one of our canteens are organic.
	x			Eco-labeled chemicals: We use eco-labeled chemicals (EU Flower, Nordic Swan Ecolabel).
	x			Eco-labeled textiles: Our workwear is Oeko-Tex® <ul style="list-style-type: none"> SERWIZ T-shirts, jackets, and trousers Kitchen uniforms rented from DFD (SERWIZ aprons are not Oeko-Tex®) Dish towels
	x			Swan-labeled washing: Our chef uniforms and dish towels are washed in a Swan-labeled industrial laundry (DFD).
		x	x	Gender balance: SERWIZ aims at a maximum gender balance variance of 40/60 for all management levels. We focus on ensuring that the gender composition of our rank-and-file staff is reflected throughout the management layers. As of present: <ul style="list-style-type: none"> Company owner ratio (w/m): 75/25 Management Team (w/m): 62/38 Middle managers (w/m): 57/43 Rank-and-file staff (w/m): 60/40
		x		Proper conditions of employment: We pay collectively agreed wages, holiday pay, pension contributions, and health insurance contributions.
	x	x	x	We are ISO-certified for quality, environment, and working environment: We want to show proof that we are doing things right. We are triple ISO-certified for quality (ISO 9001), environment (ISO 14001), and working environment (ISO 45001).
			x	We are a member of the SBA: Through our membership of the SBA, we have committed to adhering to their guidelines for good business practice.
	x			Minimizing food waste: At SERWIZ, we focus on minimizing food waste. In the past years, when SERWIZ was still part of Sodexo, we repeatedly monitored food waste. As of June/August 2022, we have monitored food waste in eSmiley FoodWaste, providing "live" data generation and the ability to visualize the data. We measure in four fractions: warehouse, production, food served, and plate waste. Efforts to minimize food waste include, e.g.: <ul style="list-style-type: none"> Date marking on everything in freezers and refrigerators Leftovers are repportioned and served in an alternative way Portioning – less meat, more flavor Front cooking – food is plated at the buffet Continuous replenishing during opening hours Variable platter sizes during opening hours (smaller platters towards closing time) Garnish is only used when it can be integrated into the dish – a sprinkle of parsley on top of the dish, for example Smaller plates No trays With the Balancebox concept, you can buy a "waste" tray to take home from the canteen.

<div> <div>1 2 3 4 5 6 7 8 9</div> <div>10 11 12 13 14 15 16 17 </div> </div>	x		Low CO₂-meals – more vegetables – less meat: Focus on raw materials (food): In collaboration with our clients, we work to increase the amount of vegetables in our food. Switching from meat to plant foods frees up large areas of land from single-crop fodder cultivation and reduces land depletion and rainforest clearance. We are in the process of obtaining CO ₂ data on our food products via Hørkram and from our procurement portal SupplyPartner, so we can calculate the CO ₂ impact for approximately 95 % of our products. Data is currently being entered on an ongoing basis.
<div> <div>1 2 3 4 5 6 7 8 9</div> <div>10 11 12 13 14 15 16 17 </div> </div>	x		Low CO₂-meals The aim is to look at the entire environmental mapping of a meal – all the supporting services – with the aim of calculating its environmental impact and carbon footprint.
<div> <div>1 2 3 4 5 6 7 8 9</div> <div>10 11 12 13 14 15 16 17 </div> </div>	x	x	Animal welfare: We only buy meat from <ul style="list-style-type: none"> Danish chickens with at least one welfare heart (velfærdshjerte) free-range pigs.
<div> <div>1 2 3 4 5 6 7 8 9</div> <div>10 11 12 13 14 15 16 17 </div> </div>	x	x	Life in the oceans: When possible, we buy fish with the following labels: <ul style="list-style-type: none"> MSC – sustainable fishing NaturSkånsom – fish caught under sustainable and gentle fishing criteria (NaturSkånsom is a Danish, certified label). ASC – sustainably farmed fish Wild-caught fish (which is neutral in the food labeling scheme). Of course, we want all fish purchased to be MSC-labeled. However, it is currently impossible to create a varied fish menu, given the limited range of MSC-labeled fish available. We encourage all our kitchens to choose MSC-labeled fish whenever possible.
<div> <div>1 2 3 4 5 6 7 8 9</div> <div>10 11 12 13 14 15 16 17 </div> </div>	x		Eco-labeled products and partners: We purchase eco-labeled goods (FSC, Swan label, EU Flower, Oeko-Tex®) in as far as possible and partner with eco-labeled suppliers.
<div> <div>1 2 3 4 5 6 7 8 9</div> <div>10 11 12 13 14 15 16 17 </div> </div>	x		Upcycling and recycling <ul style="list-style-type: none"> We use mats made from “ghost nets” (abandoned plastic fishing nets picked up from the sea). Our chef uniforms and dish towels are rented and washed at a Swan-labeled laundry that upcycles discarded textiles. In 2021, they recycled 40 % of discarded textiles. Their target for 2025 is 100 %. Discarded workwear is sent for recycling.
<div> <div>1 2 3 4 5 6 7 8 9</div> <div>10 11 12 13 14 15 16 17 </div> </div>	x		Resource consumption: We limit outgoing packaging as much as possible. For takeaway, where plastic works best, we have chosen a type of packaging made from 80 % recycled plastic, which has the least impact on the environment.
<div> <div>1 2 3 4 5 6 7 8 9</div> <div>10 11 12 13 14 15 16 17 </div> </div>	x		Reduction of non-renewable resources and CO₂ emissions: In general, our procurement principles focus on goods, machines, and services with the least environmental impact (CO ₂ emissions and consumption of non-renewable resources). It remains for us to provide documentation on CO ₂ reduction and on why we choose one product over another.
<div> <div>1 2 3 4 5 6 7 8 9</div> <div>10 11 12 13 14 15 16 17 </div> </div>	x	x	Compulsory management training: All our managers receive mandatory leadership training. Each manager must complete basic training, and if they wish, they may participate in further training. SERWIZ pays for the courses, and attendance counts as working time.
<div> <div>1 2 3 4 5 6 7 8 9</div> <div>10 11 12 13 14 15 16 17 </div> </div>	x		Security of employment: SERWIZ's objective is that all clients should remain clients for at least 10 years. This is good business practice and provides our employees with security of employment. It gives them a good framework for receiving training or moving on to new and more secure job sectors.

About SERWIZ

The name SERWIZ is a contraction of SERVICE and WIZARD. To us, it signals professionalism and service delivered in tandem to provide first-rate customer experiences. Above all, it means that being a SERWIZ client should be simple.

We specialize in good food and clean surroundings. Guests in our canteens enjoy food that is well planned and well presented with a strong, common theme – both through the choice of ingredients and through the way they are prepared and presented.

In our cleaning solutions, we focus on short decision-making processes and on tailoring cleaning precisely to the client's wishes and needs – always using sustainable, eco-labeled, and biodegradable products.

The SERWIZ brand was born when, in April 2021, the French company Sodexo sold its Danish operations to four members of the then Danish Management Team. Given our short track record as an independent, Danish company with our own values and visions, we are not able to document major progress in sustainability. We do have high ambitions, however. Sustainable execution of the services we provide is the very cornerstone that underpins our business.

As of 1 October 2022, SERWIZ employed approximately 600 people.

SERWIZ

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