

# CSR 2024

## CORPORATE RESPONSIBILITY REPORT

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## **ACTIEF HARTMANN'S CONSULTANCY PRACTICE IS UNCATEGORISED, BUT IS THE ANSWER TO THE MOBILE EMPLOYMENT MARKET OF THE FUTURE.**

We specialise in a range of skills within the modern workplace. And we do so because it gives perspective.

The company's main activity consists of providing and facilitating workers for private and public sector organisations at home and abroad.

The company works broadly within search & selection, temp working, counselling the unemployed, consultancy and new placement. Our customers are private and public sector undertakings.

In its role as a consultancy practice on the employment market, Actief Hartmanns is uncategorised, given that it specialises in a range of skills other than a given category would normally cover. We believe that gives more perspective to customers and the market. It also negates the need to put jobs into perspective in terms of retainment and development. Similarly, dealing with dismissals and redundancies has to include the perspective of recruitment and employer branding. Finally, the planning of workforce needs now and in the future has to include the planning of permanent and flexible manning levels.

**WE BUILD BRIDGES**

**We build bridges between organisations and candidates, with the objective of creating more winners on the employment market.**

We build relationships within organisations, with the objective of creating job satisfaction, personal development and productivity.

We build roads into the employment market of the future, because we want our partners to have the skills for the transformation that future will bring.

Actief Hartmanns is a company with the key skills of being able to create change for the good in organisations and people on the employment market. Our most important impact on society is in the interplay between people and employment, which is also where our CSR focus lies.

UN Global Compact principles followed by Actief Hartmanns involve the following four areas:

- **Human Rights**
- **Employee Rights**
- **Environment**
- **Anti-Corruption**

We also engage in different ways in initiatives and projects to the benefit of society. These include Actief Hartmanns' partnership with the voluntary organisation MOT-Danmark. MOT's objective is to create robust youth. MOT works with children in 7th, 8th and 9th school grades.

Actief Hartmanns supports initiatives that contribute to safe youth environments, stronger employees and a better employment market in the long term.

Our CSR policy is incorporated into the company's strategy and visions, along with daily guidelines and attitudes for working with candidates and customers.

## **1. HUMAN AND EMPLOYEE RIGHTS**

Risks concerning human and employee rights. There can be a risk that partners and employees fail to respect human rights, which may lead to discrimination against individuals. The risk for an employee can be that they lose motivation, and are unable to develop their own skills.

### **1.1. Principles and policy**

- 2. Actief Hartmanns supports and respects protection of the internationally-declared human rights.**
- 3. We will ensure that we do not contribute to any violation of human rights.**
- 4. We will support the right to organise and acknowledge the right to collective negotiation.**
- 5. We support the eradication of all forms of forced labour.**

6. We support effective abolition of child labour.
7. We support the abolition of discrimination in relation to employment and recruitment.



We have a vision of creating remarkable results on twin bottom lines: financial and human/ethics.

Job satisfaction has always been a key topic for Actief Hartmanns. We were in the top 10 of Danish employers in the Great Place to Work survey for 6 years in a row.

### **WE CONDUCTED AN EMPLOYEE SURVEY IN LATE 2023.**

The objective was an all-encompassing survey focusing on:

- **Employee satisfaction, stress and strain.**
- **Dialogue on wellbeing in relation to work tasks, collaborative relationships, etc.**
- **Insight into major changes we have been through (and continue to do so).**
- **Investigating potential for improvement and optimisation within our business.**
- **Tracking and measuring the results of our efforts.**

### **HIGHLIGHTS FROM THE 2021 SATISFACTION SURVEY:**

Response rate was 97%, an excellent result.

The survey covered the following topics:

- **Collaboration**
- **Management**
- **Doing the job**
- **Engagement**
- **E-NPS (Employer Netpromoter Score)**
- **Stress levels**

Actief Hartmanns achieved a score of 78 on the wellbeing index, against a benchmark of 75.





Within the areas of 'collaboration' and 'confidence in management' and areas concerning 'doing the job' and 'influence on your own job', Actief Hartmanns scored well over benchmark, which is excellent.

Our employees are highly motivated and engaged, and believe in the management. Furthermore, e-NPS rose from 38 in 2019, 52 in 2020, 55 in 2021, to 56 in 2022.

Our action plans are twin-track: one at organisation level and the other at local level.

As part of ensuring relevance for our action plans and receiving responses from the satisfaction survey, Actief Hartmanns set up a Job Satisfaction Committee, with management, HR and employees represented from all offices.

The job satisfaction program includes a range of regular annual activities run at organisation and department levels. The program is designed to ensure transparent communication and motivation for continuous skills development.

Actief Hartmanns ran its most recent workplace assessment survey (WPA) in the autumn of 2020, and the WPA committee continues to work with communication and focus areas based on employee responses.

The Ballerup office was visited by the Danish Working Environment Authority in February 2022, and was awarded a green smiley.

WPA surveys are run every three years, with the next one scheduled for August 2023.

## **ACTIEF HARTMANNS' VIEW ON PEOPLE**

Mutual respect for people is part of our range of core values. We believe in respect for the individual and deal with all our candidates as equal partners. We believe that everyone has something to contribute to the employment market we are part of, regardless of background, ethnicity, age, culture, gender or social status. Our policies for diversity and social responsibility are part of our daily lives, and our dialogue with candidates and customers.

## **THE GENERAL DATA PROCESSING REGULATION**

Actief Hartmanns has been annually audited since 2007 on our processing of personal data. We apply the EU's General Data Protection Regulation (GDPR) from May 2017 to organise, process and control personal data. All our employees have received training and had to pass an exam on the subject, plus we run regular internal audits of all functions.

### **1.2. Actions**

As a result of the employee satisfaction survey, Actief Hartmanns set up an HR job satisfaction committee, working at organisation level. We also set up local groups in the departments to ensure local anchorage and systematic working.

The job satisfaction program includes a range of regular annual activities run at organisation and department levels. The program is designed to provide transparent communication and motivation for continuous skills development.

Actief Hartmanns ran a WPA survey most recently in the autumn of 2021, and the WPA committee works continuously on communication and action based on employee responses.

WPA surveys are run every three years, with the next one scheduled for August 2023.

## **ACTIONS RELATED TO THE GDPR**

For everyone at Actief Hartmanns to be able to work according to our policy and instructions for processing personal data, a GDPR manual has been written and training modules have been conducted centrally and regionally. The security level and threat profile for the IT area are also continuously assessed.

We are constantly aware of the following four main points:

There must always be a professional reason for processing personal data, and we must limit such processing to that necessary in relation to the reason. Everyone is expected to take a critical approach to what data we gather.

We must always be able to prove that we have control over the processing of personal data. What data we process, who processes them, where they are archived etc. Details are compiled and maintained by Actief Hartmanns' DPO.

Anyone registered must be informed as to what data are processed and why. This is governed by our data protection policy on our website, and the provision of information when entered in a resource database, in letters when starting work and introduction meetings.

Any breach of security must be reported to the Danish Data Protection Authority. This is handled centrally at Actief Hartmanns under the supervision of Actief Hartmanns' DPO.

Full GDPR instructions are available in Actief Hartmanns' personnel manual.

No violations of human rights were recorded in 2023.

## **2. ENVIRONMENT AND CLIMATE**

### **RISKS CONCERNING ENVIRONMENT AND CLIMATE**

The activities of Actief Hartmanns have limited impact on the environment. But one risk could be due to the use of PCs, lighting and heating which are not regularly reviewed.

#### **2.1. Principles and policy**

- 7. Actief Hartmanns supports a cautious approach to environmental issues**
- 8. We take initiatives to promote greater environmental responsibility**
- 9. We will encourage the development and spread of eco-friendly technologies**

We will work to improve the environment, giving health, safety and environmental factors priority in our decision-making process. We want to protect the environment to the benefit of our employees, customers, candidates, partners and the local community. We regard our employees as our most important resource.

That implies that we:

- Ensure that our managers take responsibility for the environment, and work with the safety team to ensure that health and safety are incorporated into our day-to-day work.**
- Continuously seek to implement environmental improvements.**
- Train and motivate our employees to take responsibility and act on all issues that concern the safety of our own colleagues and customers.**
- Comply with legislation, permits and statutory requirements.**
- Openly provide information on our environmental policies and activities via the Intranet.**

Actief Hartmanns' activities generally have no significant impact on the environment. But concern for the environment remains a key issue for us, and the way we influence it will be



regularly checked and action taken if necessary. We have identified our primary source of pollution as:

- **CO2 emissions from computers, servers, electrical installations and company vehicles.**
- **Paper waste from our offices and non-digital use of documents.**
- **Recycling computers, screens and servers.**
- **Recycling office furniture.**

## **2.2. Actions**

Actief Hartmanns disposes of all electronic waste in accordance with the law, and sorts electronic waste, cables and other waste according to type. We use certified companies to deal with electronic waste. We entered into a collaboration with Stena Recycling to sort office waste in Ballerup in Q1 2023. Our waste is sorted into 6 groups, which are collected and weighed by Stena for future sustainability calculations.

## **2.3. Results**

Actief Hartmanns continues to focus on energy savings, and our lights are switched off automatically in several office rooms. We regularly replace old IT hardware with energy-saving equipment.

The office in Ballerup (HQ) has reduced electricity consumption from 27848 kWh in 2022 (January - May) to 19401 kWh (January - May) 2023. We have focused on turning off the lights in rooms we were not in and closed several rooms completely.

We have invested in meeting and conference screens in all offices, to cut down the distances driven for meetings.

Paper consumption fell in the last few months of 2021. We usually print on both sides of a sheet of paper. We have also introduced Follow Me print, according to which printed documents are not released until the person who ordered them actively collects them at the printer. The effect of this solution has been remarkable, with Corona having played a leading role.

We have limited our impact on the environment through our core activities.

## **3. ANTI-CORRUPTION**

Risks concerning corruption and bribery. Actief Hartmanns has identified one risk as being an employee influencing a decision as a result of having received gifts or other incentives from a third party.

10. We seek to counter any form of corruption, including blackmail and bribery.

We have no official written code of conduct, as we are a values-based organisation, which means that our values govern the conduct of our employees. Furthermore, we condemn as an employer:

- **Membership of any criminal organisation**
- **Bribery**
- **Participation in or causing fraud**
- **Contributing to money-laundering**

## 3.2. Actions

The Accounts Department applies a policy of function separation.

When working with candidates, Actief Hartmanns checks references and asks to see proof of criminal record and/or child protection certificate. If the costumer requires a clean criminal record and/or a child certificate, Actief Hartmanns will only present candidates with such.

## 3.3. Results

We experienced no instances of the company or its employees being involved in corruption or bribery in 2022. Consequence will be termination of the employment relationship.

# 4. ENGAGEMENT IN SOCIETY

## 4.1. Policy

We generally seek to promote social responsibility in business. What that means is, that apart from taking responsibility for our own employees in relation to our customers, we also get involved in a number of projects and initiatives which in some way contribute to a sustainable employment market and society.

## 4.2. Actions

- Partnership with the MOT-Danmark organisation
- We support local sports clubs and teams, focusing in particular on youth and team sports.
- CEO Anne-Mette Ravn was a member of the government's 'Stress Panel' in 2018.
- She also takes part in debates on the employment market in Denmark. Her input can be made in the form of articles, LinkedIn and talks she holds for private and public sector undertakings.
- Actief Hartmanns holds free morning meetings on a range of employment market-related topics. Anyone is welcome, individuals and companies.

## 4.3. Results

Actief Hartmanns conclude that its efforts continue to have made a positive contribution through carefully-selected projects, creating value for society at large and for the individuals involved.

## FINAL REMARKS – VALUES/ATTITUDES

Actief Hartmanns is a value-based business, as defined in our policies for our personnel and their wellbeing.

Our values were jointly defined in 2001, and have since been incorporated in relation to three parties:

- **Customers and partners**
- **Candidates**
- **Internally/us**

Our values are an integrated part of our personnel policy, internal processes, recruitment, annual employee performance reviews, decision-making grounds, etc.

We firmly believe in concentrating solely on the suitability of a candidate when recruiting, and that race, religion, ethnic origin, beliefs etc. can play no part.





Actief Hartmanns is an 'opinion-led business' and we expect our customers to meet our ethical norms, values and attitudes – and that our partnerships with customers are characterised by the following values:

- **Mutual respect**
- **Collaboration**
- **Result creation**
- **Innovation**

## **MUTUAL RESPECT**

- We believe in respect for the individual and deal with all our candidates as equal partners.
- We believe that everyone has SOMETHING to contribute to the employment market we are part of, regardless of background, ethnicity, age, culture, gender or social status.
- We also believe that everyone MUST contribute to the employment market we are in.
- We expect collaborative relationships to be based on mutual respect.

## **COLLABORATION**

- We want to be the collaborative partner for our customers and candidates, and firmly believe that partnerships that share knowledge gained create results.
- We will be a loyal partner in good times and bad.
- Good internal collaboration creates results for our customers.



## RESULT CREATION

- Our objective in any relationship is to create results for our customers and candidates.
- Consequently, our duty is also to decline work when we believe that the customer can gain better results with someone else.
- We want to achieve the goals we set ourselves with respect for the individual.
- We believe that skilled, quality-conscious employees are key to result creation.

## INNOVATION

- Our employees are expected to think out of the box with regard to creating results for our customers and candidates.
- We believe that personal freedom gives engagement, optimism and innovative thinking.
- We operate with a flat organisational structure, which encourages flexibility and new initiatives.
- Our goal is to be the tone-setter in the interplay between people and jobs.

