

CSR 2023

ACCOUNT OF SOCIAL RESPONSIBILITY





ACTIEF HARTMANN'S CONSULTANCY FIRM IS OUT OF CATEGORY - BUT THE ANSWER OF THE FUTURE TO THE AGILE JOB MARKET

We specialize in several competencies within modern working life. We do this because it gives perspective.

The company's main activity consists of offering and facilitating labour to private and public organisations, Danish as well as international.

The company works broadly with search & selection, temporary assistance, advice to the unemployed, consultancy services and new placement. Customers are private and public companies.

As a consultancy in the job market, Actief Hartmanns is out of category, as Actief Hartmanns specialises in more competencies than the category normally dictates. This provides perspective for customers and market. Thus, the need to put hiring into perspective with retention and development is addressed. Just as handling terminations must include the perspective of attraction and employer branding. Finally, planning of manpower today and in the future must include planning for both permanent and flexible staffing.

BRIDGING THE GAP

We build bridges between organisations and candidates, where the goal is to create more winners in the labour market.

We build relationships in organizations where the goal is to create well-being, development and productivity.

We build roads into the labour market of the future with the desire for our partners to competently enter the transformations of the future.

Actief Hartmanns is a company that has as its core competence to create positive change for organizations and people in the job market. Our main impact on the surrounding society is in the tension field between people and jobs, and this is therefore also where our focus is in the CSR work.

The principles of the Global Compact, which Actief Hartmanns follows, involve the following 4 areas as well as ARL §99a:

- 1. Human rights**
- 2. Labour standards**
- 3. Environment**
- 4. Anti-korruption**

Furthermore, Actief Hartmanns engages in various ways in initiatives and projects for the benefit of society. This includes Actief Hartmann's partnership with the voluntary organisation MOT-Danmark. MOT's goal is to create resilient youth. MOT works with the 7th, 8th, and 9th grades of primary and lower secondary schools.

In doing so, Actief supports Hartmann's initiatives that contribute to safe youth environments, stronger workers and a better labour market in the long term.

The CSR policy is incorporated into the company's strategy and visions as well as into daily guidelines and attitudes for working with candidates and clients.

1. HUMAN AND LABOUR RIGHTS

Human and labour risks. There may be a risk that business partners and employees do not respect human rights, therefore there may be people who are discriminated against. In employee relationships, the risk may be that the employee does not feel motivated and does not have the opportunity to develop his/her skills.

1.1. Principles and policy

- 2. Actief Hartmanns supports and respects the protection of internationally proclaimed human rights.**

3. Actief Hartmanns ensures that we do not contribute to human rights violations.
4. Actief Hartmanns upholds freedom of association and effectively recognises the right to collective bargaining.
5. Actief Hartmanns supports the eradication of all forms of forced labour.
6. Actief Hartmanns supports the effective abolition of child labour.
7. Actief Hartmanns supports the elimination of discrimination in relation to working and employment conditions.

Actief Hartmanns has not identified any infringement cases in 2023.



At Actief Hartmanns, we have a vision to create remarkable results on two bottom lines, the financial bottom line and the human/ethical bottom line.

Job satisfaction has always been an important theme in Actief Hartmanns.

IN THE FALL OF 2023, ACTIEF HARTMANNS CONDUCTED AN EMPLOYEE SURVEY

The survey is a holistic measurement that focuses on:

- 1. Employee satisfaction and strains/stress.**
- 2. Dialogue about well-being in relation to work tasks, collaborative relations, etc.**
- 3. Insight into major changes that we have been (and are still going through).**
- 4. Investigate potentials for improvement and optimization in the business.**
- 5. Follow and measure the effect behind the efforts.**

EXCERPT FROM WELL-BEING SURVEY 2023:

The response rate was 97%, which must be described as nice.

The well-being survey covers the following topics:

- 1. Cooperation**
- 2. Leadership**
- 3. Performance of work**
- 4. Engagement**
- 5. E-NPS (Employer Netpromoter Score)**
- 6. Stress level**

On the total well-being index, Actief Hartmann's is 78, against a benchmark of 75.



In the areas of cooperation and trust in management, as well as the areas concerning the execution of work and influence on own work, Actief Hartmanns scored significantly above the benchmark, which is very nice.

Action plans move in two tracks - one at the organisational level and one at the local level.

In connection with ensuring relevance in the action plans and including responses from the well-being survey, Actief Hartmanns has established a Job Satisfaction Group, where managers, HR and employees are represented across offices.

The job satisfaction programme contains a number of annual fixed activities carried out partly at organisational level and partly at department level. The programme must ensure transparent communication in the organisation and motivation for continuous competence development.

Actief Hartmanns has completed the APV survey no later than autumn 2023, and the APV group works continuously with communication and efforts based on the employees' responses.

In February 2022, the office in Ballerup was visited by the Danish Working Environment Authority, where the office received a green smiley. Actief Hartmanns did not receive a visit in 2023.

ACTIEF HARTMANN'S VIEW OF HUMANITY

Mutual respect for people is part of our core values. We emphasize respect for the individual and meet all our candidates as equal partners. We believe that all people have something to contribute to the labour market we are in, regardless of background, ethnic origin, age, culture, gender or social conditions. Our diversity and social responsibility policies are part of our daily lives and dialogue with candidates and clients.

THE PERSONAL DATA REGULATION

Since 2007, Actief Hartmanns has been audited annually in relation to our handling of personal data. With the EU General Data Protection Regulation (GDPR as of May 2017), personal data is organized, handled and controlled in accordance with these rules. All employees have received training with subsequent exams, at the same time we conduct ongoing internal audits in all functions.

ACTIONS APPLICABLE TO THE GENERAL DATA PROTECTION REGULATION

In order for everyone in Actief Hartmanns to be able to work according to Actief Hartmann's policy and instructions for handling personal data, a manual for Actief Hartmann's GDPR is prepared and training modules are carried out in the same – both centrally and regionally. In continuation of this, an ongoing assessment of the security level and threat picture in the IT area is carried out.

In our daily work, we pay attention to the following 4 main points:

There must always be an objective purpose for processing personal data, and we must limit the processing to what is necessary in relation to the objective purpose. Here, everyone has a task in that we relate critically to what data we talk into.

It must be possible to document that we have an overview of the processing of personal data. What information is processed, who processes it, where is it archived, etc. o The inventory of this is prepared and maintained by Actief Hartmann's DPO.

The data subject must be informed of what data is being processed and why. This is done in a privacy policy on our website, but also as information when registering in a subject bank, in letters at the start of the course and at introductory meetings.

In the event of a breach of security, this must be reported to the Danish Data Protection Agency. This is handled centrally in Actief Hartmanns under the supervision of Actief Hartmann's DPO.

The full GDPR instructions can be found in Actief Hartmann's employee handbook.

No human rights violations have been detected in 2023.

2. ENVIRONMENT AND CLIMATE

RISKS RELATED TO ENVIRONMENT AND CLIMATE

Through its core activities, Actief Hartmanns has limited impact on the environment. However, a risk could be of the environment via PC, light and heat consumption not continuously revised.

2.1. Principles and policy

7. Actief Hartmanns supports a precautionary approach to environmental challenges
8. Actief Hartmanns takes initiatives to promote greater environmental responsibility
9. Actief Hartmanns will encourage the development and dissemination of environmentally friendly technologies

Actief Hartmanns works for a better environment and puts environmental, health and safety considerations at priority in our decision-making process. We take into account the protection of the environment and for the benefit of employees, customers, candidates, partners and local communities. We consider our employees to be our most important resource.

This means that we:

- 1. Ensure that our managers take responsibility for the environment and, in cooperation with the safety organization, ensure that the environment is integrated into the daily work.**
- 2. Working on continuous environmental improvement.**
- 3. Educates and motivates our employees to take responsibility and act on all issues related to the safety of our own colleagues and customers.**
- 4. Comply with legislation, permits and regulatory requirements.**
- 5. Provides open information about environmental policy and efforts via intranet.**

In general, Actief Hartmanns' activities do not have a significant impact on the environment. However, environmental issues are an important issue, and our impact on the environment is continuously studied and addressed. We have identified our primary sources of pollution as being:

- 1. CO2 emissions – from computers, servers, electrical installations and company cars.**
- 2. Paper waste from normal office teams and non-digital use of documents.**
- 3. Reuse of computers, monitors and servers.**
- 4. Recycling office furniture**

2.2. Measures

Actief Hartmanns eliminates all electronic waste according to current legislation and sorts electronic waste, cables and other waste by types. Actief Hartmanns uses certified companies for handling electronic waste. Since the first quarter of 2023, Actief Hartmanns has been collaborating with Stena Recycling on sorting office waste in Ballerup. Our waste is sorted into 6 groups, which are collected and weighed by Stena for use in future sustainability reports.

2.3. Results

Actief Hartmanns continues to focus on being energy-saving and has automatic switching off of lighting in several office rooms. We continuously replace old IT hardware with energy-saving equipment.

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

Actief Hartmanns has invested in meeting and conference screens in all offices, which will reduce mileage.

Paper consumption has declined in the past 12 months of 2023. As a rule, we print on both sides of the paper. Likewise, we have introduced Follow Me printing, where print is only released by active personal action with the printer. The effect of this solution is significant where Corona has had a major impact.

Through its core activities, Actief Hartmanns has limited impact on the environment.

3. ANTIKORRUPTION

Risks related to corruption and bribery. Actief Hartmanns assesses that a risk could be that an employee unjustifiably allows himself to be influenced into a decision influenced by the receipt of gifts or other funds from business partners.

10. Actief Hartmanns works against all forms of corruption, including extortion and bribery.

Actief Hartmanns has no official written code of conduct, as we are a value-based organization and the values thus regulate employee behavior. In addition, as an employer, we distance ourselves from:

- 1. Participation in a criminal organisation**
- 2. Bribe**
- 3. Aiding or abetting fraud**
- 4. Contribute to money laundering**

3.2. Measures

The finance department works with separation of functions.

In working with candidates, Actief Hartmann's references and ask to see a criminal record and/or child certificate. If the client is required to obtain a clean criminal record and/or a child certificate, Actief Hartmanns will only present candidates with such.

3.3. Results

In 2023, Actief Hartmanns has not detected any cases where the company and its employees are involved in corruption or bribery. Consequence will be termination of the employment relationship

4. COMMITMENT TO SOCIETY

4.1. Policy

In general, we work to promote social responsibility in business. This means that in addition to taking responsibility for our employees and in relation to our customers, we have also been involved in several projects and initiatives, each of which in its own way contributes to a sustainable job market and society.

4.2. Measures

- 1. Cooperation with organization MOT-Danmark**
- 2. Supports local sports associations / teams with a special focus on youth sports and team sports.**
- 3. In 2018, CEO Anne-Mette Ravn was a member of the Danish Government's Stress Panel.**
- 4. CEO Anne-Mette Ravn participates in the daily agenda on the Labour Market in Denmark. Be it in articles, LinkedIn and at lectures in private and public companies.**

5. Actief Hartmanns holds free and morning meetings with various labour market related topics. Everyone is welcome, private as well as corporate

4.3. Results

With the effort, Actief Hartmanns assesses that it has continued to contribute positively through the selected projects and thus created value for society and the people specifically involved.

CONCLUDING REMARKS - VALUES / ATTITUDES

Actief Hartmanns is a value-based company, which is defined in Actief Hartmann's personnel and well-being policy.

The values were established jointly in 2001 and have since been incorporated in relation to three parties:

- 1. Customers and partners**
- 2. Candidates**
- 3. Internal / Ourselves**

The values are an integral part of Actief Hartmann's personnel policy, internal processes, recruitments, annual appraisals, basis for decision-making, etc.

It is fundamental for Actief Hartmanns that when hiring employees, only the suitability of the applicants is assessed and that there is no sorting based on race, religion, ethnic origin, perception of life, etc.



Actief Hartmanns is an "attitudinal company" – and we expect our customers to live up to our ethical norms, values and attitudes – and that our partnerships with customers are characterized by the following values:

1. **Mutual respect**
2. **Cooperation**
3. **Creation of results**
4. **Innovation**

MUTUAL RESPECT

1. We emphasize respect for the individual and meet all our candidates as equal partners.
2. We believe that all people **HAVE** something to contribute to the labour market we are in, regardless of background, ethnic origin, age, culture, gender or social conditions.
3. We also believe that all people **MUST** contribute in the labour market we are in.
4. We expect our cooperative relations to be based on mutual respect.

COOPERATION

1. We want to be our customers' and candidates' partners, and we believe that partnerships with mutual knowledge sharing create results.
2. We want to be a loyal sparring partner in the ups and downs.
3. Good internal cooperation creates results for our customers.

CREATION OF RESULTS

1. Our goal in every relationship and assignment is to create results for our clients and candidates.
2. Thus, it is also our duty to say no to tasks where we believe our customers can create better results, together with other partners.
3. We will achieve the goals we set ourselves, with respect for the individual.
4. We believe that competent and quality-conscious employees are a prerequisite for creating results.

INNOVATION

1. Our employees are expected to think "outside the box" in order to create results for our clients and candidates.
2. We believe that personal freedom brings commitment, optimism and innovation.
3. We work with a flat organizational structure that supports flexibility and new initiatives.
4. Our goal is to set the tone in the field of tension between people and jobs.

