AV·HUSET A/S

UN Global Compact

Communication on Progress

2020

UN GLOBAL COMPACT

COMMUNICATION ON PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

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ALSIK HOTEL
Soenderborg, Denmark

Message from our CEO

> “ The Global Compact Principles have served as important guidance over the past six years.

On 1 August 2020 AV-HUSET A/S quietly celebrated its 30th anniversary as a Danish audiovisual company. That makes us one of the oldest audiovisual companies in Denmark.

A celebration event was not possible due to the Covid-19 pandemic and 2020 has been a year unlike any other. Like the rest of the world, AV-Huset is trying to adapt to life in lockdown. New innovative products like a telepresence robot and hand sanitizers have been added to our product range and we help our customers with AV solutions that can conduct virtual meetings and keep their employees safe and businesses going. But the Coronavirus has also taught us something important – that human health is connected with our planet's health.

We started working with CSR in 2014 and joined the UN Global Compact in 2015. Since then, our sustainable journey has presented new projects and initiatives each year. In 2020 we for example introduced new anti-corruption principles. This annual Communication on Progress (CoP) summarises our actions to continually improve the integration of the UN Global Compact and Sustainable Development Goals (SDGs) into our business strategy, culture and daily operations. The report covers the timeline from March 2020 to March 2021.

The Global Compact principles have served as important guidance over the past six years and we have implemented several measures which benefit both people and the environment. And which at the same time give us competitive advantages in a market where it is becoming increasingly important to act responsibly and transparently.

Our ambition is to continuously improve business operations making them more efficient, environmentally friendly and socially responsible and I am therefore happy to once again confirm our commitment to the principles of the UN Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

I hope that you will find this report interesting and welcome your feedback.

Jens Ole Ravn
CEO
AV-HUSET A/S

AV-HUSET A/S in numbers

1990
company established

2500+
installations all over the world

30
years of experience in the AV industry

22
employees

571
profit for the year 2020 in 1,000 DKK

12
average seniority of employees (years)

2015
year of signing the UN Global Compact

3
number of sick days per employee in 2020

4
total power consumption reduction in 2020 (%)

AV-HUSET A/S
Naestved, Denmark

Who we are

We are AV specialists and provide consulting, design, integration, programming and AV project management services to customers all over the world. Since 1990, we have delivered quality audiovisual solutions for businesses, hotels, museums, town halls, churches, schools etc. With 30 years of experience in the AV industry our reference list includes more than 2500+ installations.

We think outside the box and provide innovative quality AV solutions for our customers. Whether the technique merges naturally into its surroundings with minimal intervention or reinforces the room's modern expression in an elegant design, we can customize the perfect AV solution for your needs.

Our vision

Our vision is to deliver user-friendly and high quality AV solutions with attention to aesthetics and design, at the industry's best value for money.

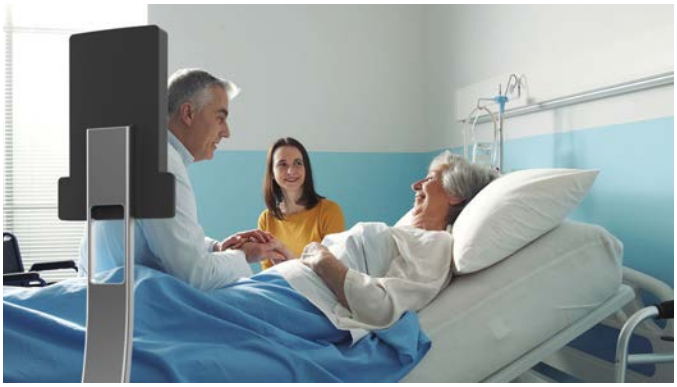
We will challenge and further develop our customers' ideas and set new standards for communication.

Video conferencing solutions and telepresence robots are products that help reduce CO2 emissions by thosands of tons as you can be anywhere, anytime without travelling.

And in times of the Covid-19 pandemic, such AV solutions also make people stay safe and be present at the same time. People who have been completely isolated embrace the technology with great success and companies can conduct virtual meetings and keep the business going.

We focus on high-quality audiovisual solutions and continue to expand our product range with new innovative products that are environmentally friendly and will make the world a better place. Another example is the hand sanitizer with display - see page 9.

With new climate-friendly telepresence robot you can be anywhere, anytime without travelling



Who we are

We take our social responsibility seriously.

We have joined the UN Global Compact, which is a set of principles for corporate social responsibility. Together with our vision and values, these principles help to shape our responsibility efforts - both on paper and in practice.

HOW WE TAKE RESPONSIBILITY

We support

- Danish Red Cross since 2003
- The Cancer Society of Denmark since 2003
- SOS Children's Villages since 2002
- WWF since 2010
- The Human Needs Project since 2016
- and a lot of other sporting and cultural initiatives

Human Rights

Our people are our most important resource. AV-Huset is a highly specialized AV company of 22 employees. We strive to create a collaborative team environment, where people trust each other and are empowered to do their best.

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We create equal opportunities for men and women to pursue their carrer goals and we respect cultural differences and see these differences as a strength.

We also select support-worthy causes that are a natural extension of our core values. In the reporting period, we have provided financial support to the Danish Red Cross and SOS Children's Villages to help their work for the defence of human rights.

AV-HUSET – A RESPONSIBLE COMPANY

AV-HUSET A/S will pay due attention to the rights and interests of employees, customers, local communities and other stakeholders affected by our business. We see respect for the rights and interests of others as necessary to be a trusted company.

We strive to respect and support the internationally proclaimed human rights, as put forward by the United Nations, and we expect our partners to do the same. We will carry out our business with due diligence to avoid becoming involved in violations of human rights.

HOLMEGAARD VAERK
Naestved, Denmark

Human Rights

FONTANASKOLEN

Education is a human right for all – also if you are a young person with autism or other developmental problems.

Therefore, we are pleased to support the work of the Fontanaskolen with various audiovisual equipment. The AV equipment is used for improving the training and learning experience for students and teachers.

Fontanaskolen is a school offering special education for young people between 16-25 years with both mental challenges and developmental disorders within the autism spectrum.

Fontanaskolen is located in Copenhagen and has a capacity of approx. 50 students.

The school was established in 2011 and the purpose is to strengthen the young persons' personal, social and professional skills in a safe environment. The goal of the school is to help the young people find the strength to live the life they want and that they can later on get an education or job that matches the skills they have.

The AV equipment has previously been used for demonstrations or in our rental department, but we do not need it anymore. Our technicians make sure everything is working perfectly before sending it to the school and our old equipment will now be useful to the students. This situation is win-win for everyone.

FONTANASKOLEN – STU
FOUNTAIN HOUSE

4 QUALITY EDUCATION

DONATION OF AV EQUIPMENT
Fontanaskolen ,
Copenhagen
February 2021

Labour

AV-HUSET A/S strives to be a great place to work and ensure that all our employees are offered optimal working conditions with respect for their private lives. Our Employee Handbook communicates our people policies and guidlines.

FINANCIALLY HEALTHY BUSINESS

We ensure that we are a healthy and financially strong company. AV-Huset has again this year been awarded the AAA-diploma by Bisnode for highest creditworthiness and we have been able to keep all our employees during the Covid-19 pandemic. It supports our credibility and the fact that we are a stable and well-run company. A changing world places high demands on companies, and transparency and trust play an important role in business relationships.

AV-HUSET A/S is awarded AAA-diploma for highest creditworthiness

AAA®
Highest creditworthiness
© Bisnode 2021

ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

AV-HUSET A/S aims to create equal opportunities for all employees regardless of personal background, race, gender, national or social background, age, physical or health condition, sexual orientation, membership of unions, political opinion, religion or any other personal characteristic or status. AV-Huset will treat all individuals equal considering the responsibilities of their position during recruitment and selection, compensation and benefits and training, promotion, transfer or termination.

Hand sanitizer with display is one of our new products to stop the spread of infectious diseases like Covid-19

Labour

DIVERSITY / INCLUSIVENESS

We are conscious of the social responsibility we bear which also includes our responsibility to include people in training and education to become strong members of the workforce. These are examples of how we contribute:

- We always have one apprentice (AV technician apprentice)
- We make room for employees who need special employment conditions (two employees at present)
- We are willing to take a chance on people who have been out of work for a long time and offer them jobs through the local job center (one employee at present)

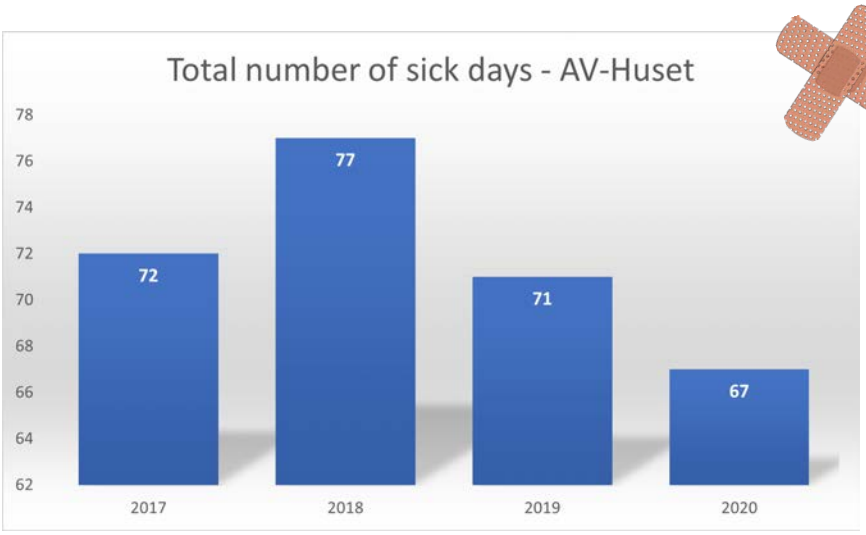
HEALTH AND WELL-BEING OF OUR EMPLOYEES

Employees are the most important resource and we do our best to protect the well-being of our employees. The total number of sick days is again this year at a very low rate (3 days per employee) and the average seniority of employees is 12 years. The following initiatives have been taken:

- Health insurance
- Time off for medical care and Covid-19 test
- Flexible working hours and the opportunity to work from home
- Fresh fruit and vegetables every day at the office
- Vaccination against influenza virus
- Height adjustable tables

AV-HUSET A/S also supports a number of local clubs and associations, e.g. sports clubs in which our employees or their children are active.

Sickness absence is at a very low rate between 3.0 and 3.5 days per employee during the last four years.
Total number of employees is 22.



Environment

Our commitments for the 2020 COP included the **Sustainable Development Goal (SDG) no. 13 – Climate Action.**

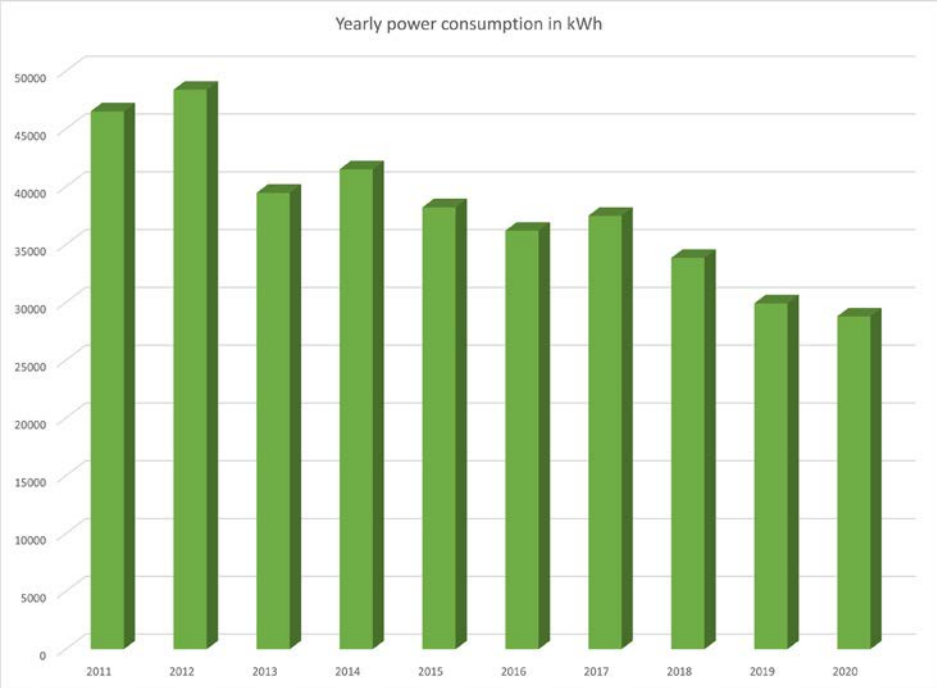
The company's environmental work is an ongoing process. We aim to minimize our environmental impact and work on different ways to save energy. In 2020 we have taken the following measures and we will continue such measures that have a positive effect on the environment and save energy costs.

Outdoor lighting	Outdoor lighting changed to LED technology.
Company cars	Three older vans have been replaced by new vans that comply with Euro 6 which is a European emission standard that defines the acceptable limits for exhaust emissions of new vehicles sold in the EU.
Heating system	Optimization of heating system to minimize system power consumption and improve energy performance.
Double-sided printing	In order to reduce paper consumption in our office, we have set all our computers to default "double-side" when printing.
Cardboard boxes and pallets	All cardboard boxes and pallets from our suppliers are reused by the company's warehouse for packaging and safe transportation of goods to our customers. The warehouse does not buy any pallets or packaging material.
Electronic waste	Recycled in the local recycling centre. We observe the environmental contribution as stipulated under the European Community Directive 2012/19/EU on waste electrical and electronic equipment.
IT equipment and batteries	Recycled in the local recycling centre.
Sorting of waste	We sort all our waste in the workshop into different elements and bring it to the local recycling centre.
We support WWF	We continue to support WWF and their work to sustain the natural world for the benefit of people and nature.

Outdoor lighting changed to LED technology and new Euro 6 company cars

Environment

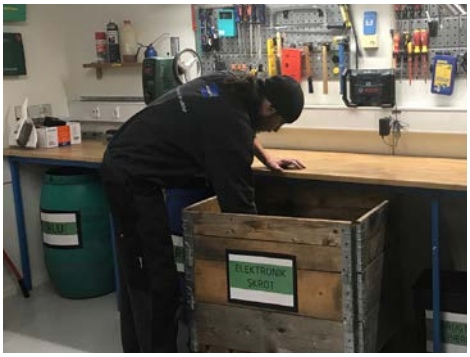
In 2019 we reduced our total power consumption at the head office by 12% and in 2020 by approx. 4%. We are pleased to continue the downward trend.



ZERO WASTE PACKAGING POLICY

AV-Huset has an environmental friendly packaging policy integrated in daily business routines. Consignments are packed responsibly to reduce weight and unnecessary volume. We recycle **all** the packaging we receive from suppliers and partners. **All** packaging sent from our warehouse is done by recycled cardboard boxes and pallets. We see these measures as helpful in reducing our use of resources as well as having a positive impact on our operational costs.

Sorting of waste at workshop



Anti-Corruption

Our commitments for the 2020 COP included the **Sustainable Development Goal (SDG) no. 16 - Peace, Justice and Strong Institutions.**

We joined the UN Global Compact in 2015 which means that we are committed to supporting and respecting the protection of human rights and working against corruption in all its forms. However, we have not brought these areas into focus until now, because they are to a great extent regulated in Danish law. But since we have customers all over the world we decided to investigate whether there could be areas where we should pay special attention.

We made an analysis of the many situations where bribery can occur. Based on a risk assessment, we have now developed our own Anti-Corruption Principles which will help our employees to identify and work against corruption - so we can create a culture of zero tolerance towards corruption in AV-Huset.

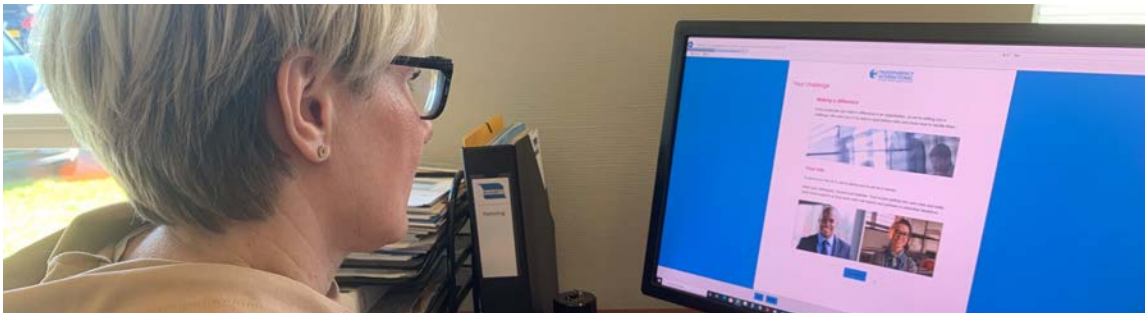
Our work on anti-corruption will ensure that our employees know what to do, if they encounter corruption and they will behave ethically and with integrity. AV-HUSET A/S is of the opinion that corruption and bribery are incompatible with good business management and harmful to productive activities. And there are clear advantages to having our anti-corruption principles - it increases our chances of selection as a supplier and it gives us better access to international markets.

All employees have signed a contract addendum in which they agree to abide by the principles. In addition, all front-line employees have taken the online course *Doing Business Without Bribery* from Transparency International - the global civil society organisation leading the fight against corruption. So far, no irregularities have been reported to management.

Performance indicators	2015	2016	2017	2018	2019	2020
Number of employees who have taken the online course	0	9	9	7	7	14*
Number of reported incidents	0	0	0	0	0	0

*This number indicates the total front-line staff of the company

AV-Huset employee taking the online course Doing Business Without Bribery



Our contribution to the SDGs in 2020

The 17 Sustainable Development Goals are designed to give our planet a better future. This is the greatest chance we have to improve life for future generations. In 2020 we connected our business activities with the following SDGs:

Vaccination against influenza virus
Time off for medical care and Covid-19 test
Flexible working hours and the opportunity to work from home
Fresh fruit and vegetables every day at the office
We make room for employees who need special employment conditions

Donation of AV equipment to school for young people with autism to improve their training and learning experience.

Focus on products that make people stay safe and keep their businesses going in these times of pandemic and help reduce CO2 emissions as people can be anywhere, anytime without travelling. Products like videoconferencing solutions, telepresence robots, and hand sanitizers with display.

Outdoor lighting changed to LED technology.
Three new company cars that comply with Euro 6 (European emission standard).
Heating system optimized to minimize power consumption.
Double-side printing to reduce paper consumption in office.
All cardboard boxes and pallets are reused for packaging and safe transport of goods.

Implementation of anti-corruption principles to help our employees identify and work against corruption. No irregularities have been reported so far.

Commitment for the next COP

- **SDG no. 3 - Good Health and Well-Being:**
  The Covid-19 pandemic has shown us how important it is to focus on good health and well-being. Therefore, we have decided to focus more on efforts in 2021 that will help improve the health and well-being of our employees.

- **SDG no. 6 - Clean Water and Sanitation:**
  Inspired by our work with the Human Needs Project in Kenya, we have decided to focus some of our efforts in 2021 on goal no. 6. Today, barely half of Kenya's urban population has access to water. Clean water and good hygiene practices are essential for the survival of children.

In 2015 the **17 Sustainable Development Goals** were adopted by all 193 UN Member States as a universal call to action to try to end poverty, fight inequality and protect the planet. The goals are intended to be achieved by the year 2030.

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