

# UN Global Compact

## Communication on Progress



2021

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HOTEL VEJLEFJORD  
Vejle, Denmark

AV solutions in conference  
and meeting rooms



## Letter from CEO

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2021 has again been a challenging year for all of us due to the COVID-19 pandemic.

Our customers, our business, and all our stakeholders had to face challenges that required strength and resilience once more. I would especially like to thank our employees for their constant support through these tough times. Our priority this past year was the health and well-being of our employees, while we put in place procedures to protect the company's financial results. These actions were crucial to ensure long-term success.

Despite the COVID-19 challenges, our ambitions and priorities remain the same. While we experienced a decline in activity at the beginning of the pandemic, we have been very fortunate to now be almost at the same level of activity as before the crisis hit.

However, it was also a year in which it became apparent that sustainable and responsible initiatives are of considerable commercial value.

Supply chains came under pressure and manufacturers had difficulty procuring components. Long-distance transport of commodities became a challenge and extensive measures had to be introduced to prevent the spread of infection.

**“ A lot still remains to be done, but it is work in progress, which I believe is of particular importance.**

Trade fairs and travel were converted into online meetings and webinars. We should not cancel all physical events, but it makes both environmental and economic sense to be selective and we can help with climate-friendly AV solutions for virtual meetings.

In 2021 we have identified a few key areas (SDG 3 Good health and well-being and SDG 6 Clean water and sanitation), to which we have dedicated special focus. A lot still remains to be done, but it is work in progress, which I believe is of particular importance.

Though we are a relatively small company, 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.

**Jens Ravn**  
CEO  
AV-HUSET A/S



## Company Description

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 31 years of experience in the AV industry our reference list includes more than 2500+ installations.

We carefully select our suppliers and partners from among the world's most recognized manufacturers in the AV industry so we can offer our customers high quality products that meet the requirements of today. We start by listening to our customers so that we can fully understand their requirements. We then examine the physical environment so that we understand how it will impact upon the requirements. Once we have achieved a thorough understanding of the requirements and the physical characteristics of the building, we customize the perfect AV solution.

31 years of experience in the AV industry

23 employees + freelance technicians

2500+ installations all over the world

Visit our website [av-huset.dk](http://av-huset.dk)

2015 year of signing the UN Global Compact



We focus on high-quality audiovisual solutions and continue to expand our product range with new innovative products that are environmentally friendly and of high quality materials so they last longer.

Our top-selling products include video conferencing solutions that help reduce CO2 emissions by thousands of tons as you don't have to travel but can conduct all your meetings virtually. With video conferencing also comes benefits like faster decision-making and savings on travel costs and time.

A new product is the telepresence robot. You can be anywhere, anytime without travelling and you are not just present on a wall-mounted screen but can physically move around with the robot using your PC or Mac as remote control.

Since the COVID-19 pandemic started, our video conferencing equipment sales have grown by more than 1000 %.

Climate-friendly AV products help reduce CO2 emissions

- telepresence robot
- video conferencing solutions



## Company Description

We take our social responsibility seriously.

We have joined the UN Global Compact, which is a set of principles for corporate social responsibility. The Global Compact principles have served as important guidance over the past seven years and we have implemented several measures which benefit both people and the environment. Together with our vision and values, these principles help to shape our responsibility efforts - both on paper and in practice.

While achieving our objectives is critical, how we do so is just as important. AV-Huset therefore strives towards a healthy balance between people, planet, and profit.

### HOW WE TAKE RESPONSIBILITY



Follow us



#### RED CROSS CORPORATE CLUB

As a member of Red Cross' corporate club, we help to ensure that The Red Cross is always there



#### We support

- Danish Red Cross since 1995
- The Cancer Society of Denmark since 2000
- SOS Children's Villages since 1995
- WWF since 1995
- The Human Needs Project since 2015
- and a lot of other sporting and cultural initiatives

## Human Rights

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AV-Huset is a highly specialized AV company of 23 employees. We strive to create a collaborative team environment, where people trust each other and are empowered to do their best with respect for their private lives. We have a flat organizational structure which improves employee morale and retention. In 2021, the average employee seniority is 13 years. Our Employee Handbook communicates our people policies and guidelines.

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

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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, the Human Needs Project, 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.

VORDINGBORG FRI  
FAGSKOLE  
Vordingborg, Denmark

AV solutions for  
education



## Labour

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AV-HUSET A/S holds membership in a national association (AV Brancheforeningen) working with a code of conduct and quality standards regarding environment, employees, fair competition etc. We find it important to participate in the development of policy work towards a sustainable, fair, and professional AV industry.



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### FINANCIALLY HEALTHY BUSINESS

We ensure that we are a healthy and financially strong company. Besides the health and well-being of our employees, our priority this past year was to put in place various procedures to protect the company's financial results. Though it has been a challenging year, we are pleased to be able to keep all our employees during the COVID-19 pandemic.

The above supports our credibility and the fact that we are a stable and well-run company - even during a global crisis.

A changing world places high demands on companies, and transparency and trust play an important role in business relationships.

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### 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 sanitizers are part of our product range 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

Our employees are the most important resource. After the COVID-19 outbreak it became even more evident how important it is to focus on health and well-being. Therefore, we decided to put more effort in SDG no. 3 in order to make sure our employees are safe, healthy, satisfied and engaged at work. Also see page 13.

**Measures taken to stay safe:** Time off for COVID-19 tests and vaccinations. Flexible working hours and the opportunity to work from home. Face masks and hand sanitizer.

**Measures taken to stay healthy:** Time off for medical care. Employer paid health insurance and access to on-site flu vaccinations. Height adjustable tables and workplace equipment in proper condition.

**Measures taken to stay satisfied and engaged at work:** Fresh fruit and vegetables every day at the office. Sporting activities like running event. Breakfast together every Friday at the office.



Average no. of absence days

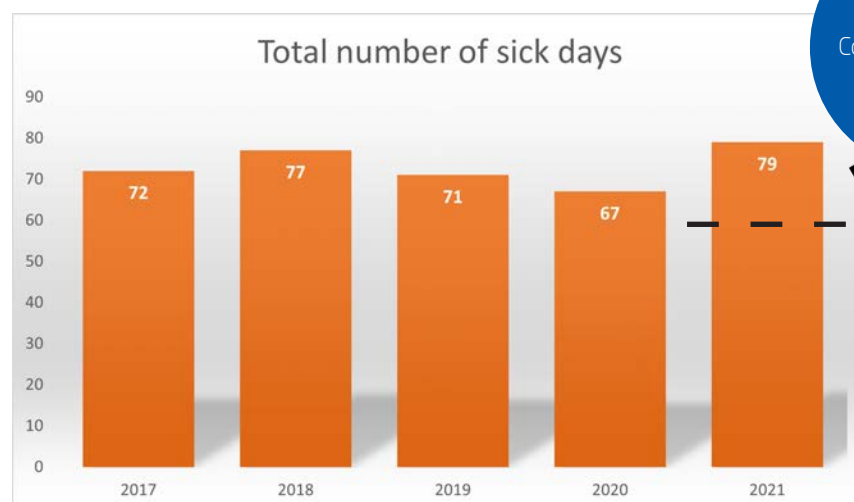
AV-Huset: **3.50**  
Denmark: **6.83\***

More than 20 sick days are Coronavirus related.

Despite COVID-19, sickness absence is still at a very low rate. 3.5 days per employee during 2021.

Total number of employees: 23.

\* Statistics Denmark





## Environment

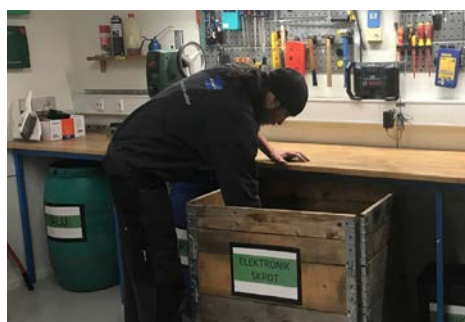
The company's environmental work is an ongoing process. We aim to minimize our environmental impact and work on different ways to save energy. In 2021 we have worked with the following initiatives and we will continue such measures that have a positive effect on the environment and save energy costs.

Outdoor lighting	Outdoor lighting is LED technology.
Company cars	Vans 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	Optimized heating system to minimize system power consumption and improve energy performance.
Double-sided printing	All office computers are set to default "double-side" when printing to reduce paper consumption.
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	All electronic waste are recycled in the local recycling centre.
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.

## 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.

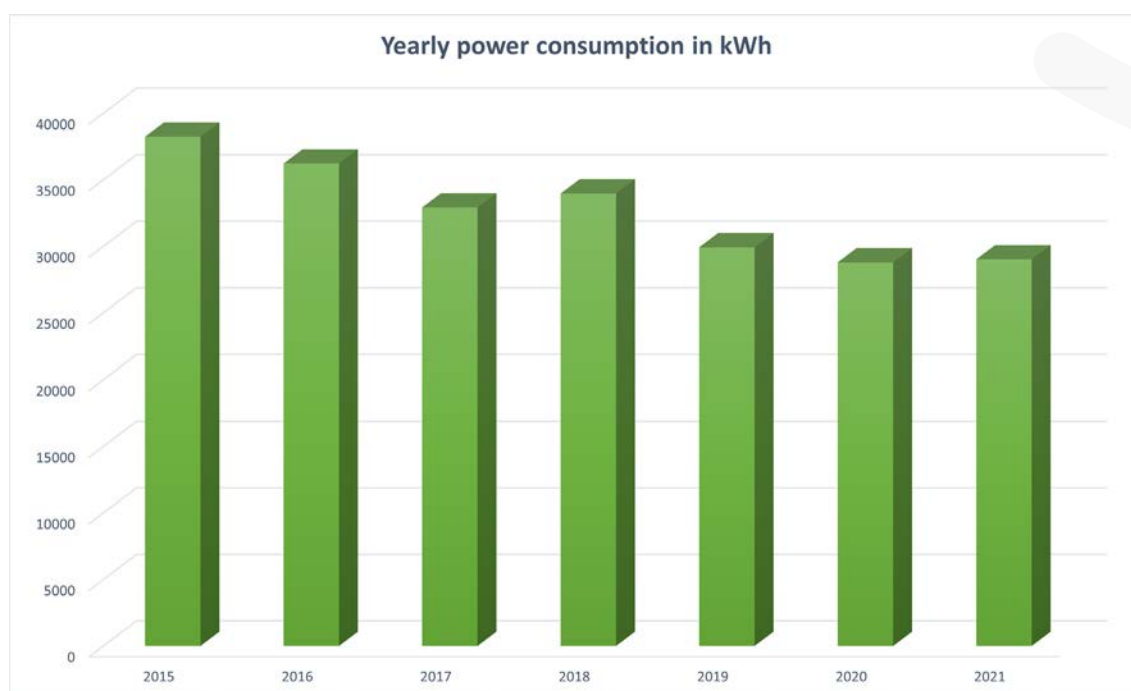
Sorting of waste at workshop



## Environment

Yearly power consumption since we joined the UN Global Compact.

Since 2015 we have reduced our total power consumption at the head office by almost 25%. However, in 2021 the yearly power consumption increased a little though we strive to continue the downward trend. The reason for that could be that our focus this year was on procedures to protect the company's financial results during the tough COVID-19 times as well as the SDGs 3 (Good Health and well-being) and 6 (Clean water and sanitation). Therefore, no new actions have been taken this year to further reduce our yearly power consumption.



### Change of power supply

However, we have decided to change our power supply from natural gas to the more environmentally friendly district heating. The first steps have already been taken and we expect this to be implemented in 2022.

**Estimated reduction in CO<sub>2</sub> emissions: 11,219 kg  
corresponding to a reduction of approx. 75%**

District heating is the most economical, energy efficient and climate friendly solution in urban areas.

Usually district heating is more energy efficient, due to simultaneous production of heat and electricity in combined heat and power generation plants. This has the added benefit of reducing greenhouse gas emissions. The larger combustion units also have a more advanced flue gas cleaning than single boiler systems.



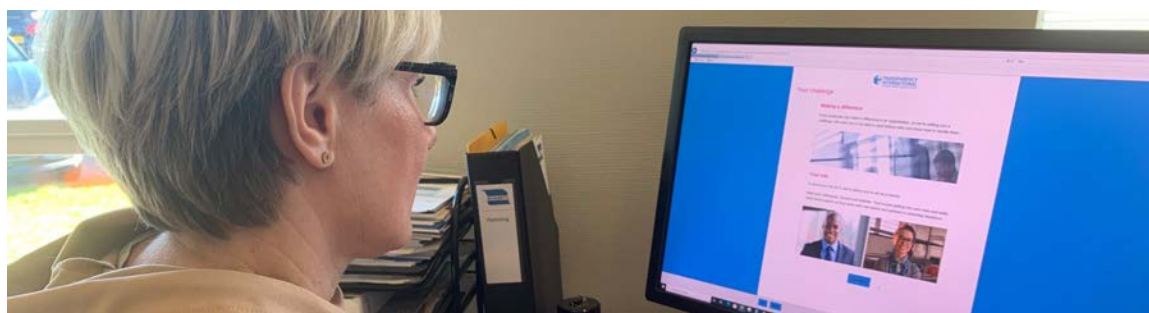
## Anti-Corruption

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.

To a great extent anti-corruption is regulated in Danish law. But since we have customers all over the world we decided to implement our own anti-corruption principles in 2020 which help our employees to identify and work against corruption.



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



### NUMBER OF REPORTED INCIDENTS IN 2021: 0

We are happy to inform that no irregularities have been reported to management so far.

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.

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.

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.

Performance indicators	2015	2016	2017	2018	2019	2020	2021
Number of employees who have taken the online course	0	9	9	7	7	14	17*
Number of reported incidents	0	0	0	0	0	0	0

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

## Our Contribution to the SDGs in 2021

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The 17 Sustainable Development Goals are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including poverty, inequality, climate change, environmental degradation, peace and justice. In 2021 we connected our business activities with the following SDGs:



### How we contribute:

The COVID-19 pandemic has shown us how important it is to focus on good health and well-being. Therefore, several initiatives have been taken to protect the well-being of our employees. Please see page 13.



### How we contribute:

In 2020, 6% of the world population did not have access to basic water services. Therefore, we decided to help the Human Needs Project ensure availability and sustainable management of water and sanitation for people in Kibera, the largest slum in Africa. Please see page 14.



### How we contribute:

AV-Huset holds membership in a national association working with a code of conduct and quality standards regarding environment, employees, fair competition etc. We focus on products that will help make the world a better place - e.g. videoconferencing and telepresence solutions that make people stay safe and help reduce CO2 emissions as people can be anywhere, anytime without travelling.



### How we contribute:

We use outdoor LED lighting, optimized heating system, company cars complying with Euro 6 (European emission standard), and double-side printing to reduce paper consumption in office. All cardboard boxes and pallets are reused for packaging and safe transport of goods. We will change power supply from natural gas to climate friendly district heating in 2022 - estimated reduction in CO2 emissions: 98%.



### How we contribute:

Anti-corruption principles were implemented to help our employees identify and work against corruption. No irregularities have been reported so far.



## Our Contribution to the SDGs in 2021



### 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 decided to focus more on efforts in 2021 that will help improve the health and well-being of our employees.

In 2021 we have, therefore, worked with the following initiatives and we will continue such measures that have a positive effect on the health and well-being of our employees.

- Accident and health insurance (all employees are automatically covered by an accident and health insurance)
- Vaccination against influenza virus was offered to all employees on-site. 14 of 23 employees accepted.
- Face masks and hand sanitizer to prevent the spread of infection. In 2021, only a few employees got infected with COVID-19 despite the raging pandemic.
- Time off for medical care and COVID-19 tests / vaccinations
- 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 - also see page 8.
- Height adjustable tables and workplace equipment in proper condition
- Sporting activities for employees like Royal Run (running event arranged by the Crown Prince family in Denmark)
- We support a number of local sports clubs in which our employees or their children are active

We are very pleased that we were able to keep the sickness absence at a very low rate during 2021 despite the COVID-19 pandemic. The average sickness absence rate per employee in 2021 was 3.5 days. The sickness absence rate increased by 0.5 day compared to 2020 - but still a very satisfactory result. According to Statistics Denmark the average no. of absence days per full-time employed in 2020 in Denmark was 6.83 days. See page 8.

5 employees will participate in the running event Royal Run

Fresh fruit and vegetables every day at the office



## Our Contribution to the SDGs in 2021



### SDG no. 6 - Clean Water and Sanitation:

Inspired by our previous visits to the Human Needs Project (HNP) in Kenya, we decided to focus on goal no. 6 in 2021.

In 2020, 6% of the world population did not have access to basic water services. HNP is ensuring availability and sustainable management of water and sanitation for people in Kibera, Africa's largest urban slum in Nairobi, Kenya. Its 1,000-foot well generates 40,000 liters per hour of clean water..

Traditionally, HNP has charged a minimal amount to the community to ensure financial sustainability of their water and basic services. Now, given the extraordinary circumstances they have continued to face with COVID over the past 2 years, they are sometimes obliged to provide their life-saving services to the immediate community free of charge. Since announcing free essential services to the community, there has been a significant increase in the number of WASH customers at Kibera Town Center as well as neighboring institutions and businesses leading to an increase in daily volumes of filtered water as well as a tenfold increase in the use of toilets and showers required to satisfy this growing demand. AV-Huset is therefore making a donation to maintain the toilet, shower, wastewater management system and water point facilities which have come under enormous strain over the last 2 years. This way, HNP will be able to continue to offer these vital services to the 16,000 households in their impact area.

Activities include:

- Fixing of shower heads and taps as well as water point meters
- Retiling sections of the toilets and showers which have been damaged
- Maintenance of sections of waste water management system (e.g. underground wastewater collection chambers)
- Procurement of various specialized plumbing tools for the Maintenance Team



Human Needs Project is a Kenyan NGO that builds infrastructure for opportunity. Their objective is to provide basic services (clean water, sanitation and energy) and empowerment services (business skills training etc.) to slums around the world through the creation of replicable, self-sustaining Town Centres. The first Town Centre opened in Kibera in 2014.

Visit Human Needs Project: [www.humanneedsproject.org](http://www.humanneedsproject.org)

HUMAN NEEDS PROJECT  
AV-Huset supports  
maintenance of toilets,  
showers, and wastewater  
management system in Kibera  
Town Centre



## Commitment for the next COP



- **SDG no. 3 - Good Health and Well-Being:**

Our focus on good health and well-being of our employees in 2021 has resulted in a low absence rate despite the COVID-19 pandemic and happy, productive employees. We wish to continue efforts that will help improve the health and well-being of our employees even further as it improves employee engagement, keeps our absence rates low and it also increases productivity within the company.



- **SDG no. 4 - Quality Education:**

Education is the key that will allow many other Sustainable Development Goals to be achieved. It enables people to contribute to the social and economic development of their communities. We have, therefore, decided to focus some of our efforts in 2022 on helping to improve the education environment in Third World countries. Our AV products can help improve the teachers' way of teaching and boost student engagement.



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.

**AV-HUSET A/S**

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**UN GLOBAL COMPACT**

Membership date: 26 March 2015  
Number of employees: 23 permanent employees + 10 freelance technicians  
Sector: Audio Visual Integrator

Distribution: UN Global Compact  
AV-Huset website: [www.av-huset.com](http://www.av-huset.com)  
AV-Huset Board of Directors  
AV-Huset Office  
AV-Huset Social Media

