

# UN Global Compact

Communication on progress 2015



**MOBELTRANSPORT DANMARK**



**03** Commitment from  
our CEO

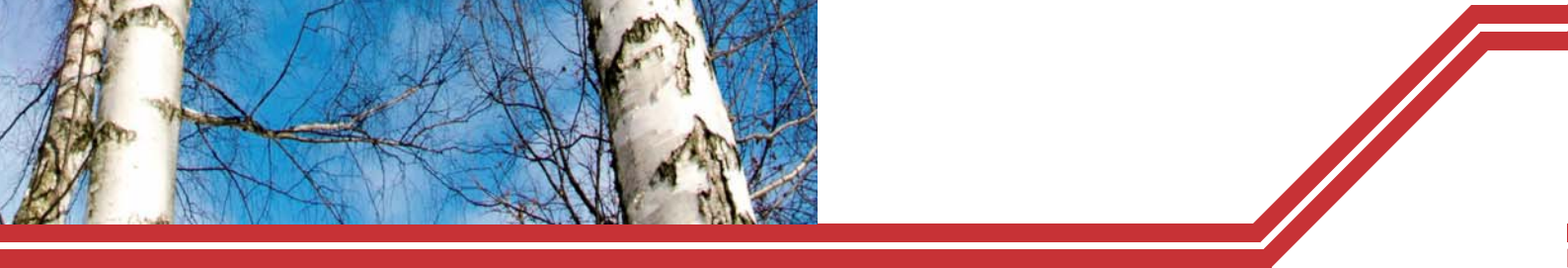
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# COMMITMENT FROM OUR CEO

Møbeltransport Danmark is delighted to present our third communication on the progress report, reaffirming our ongoing commitment and support for the Ten Principles of the UN Global Compact.

The last couple of years have been eventful as we have expanded widely, obtaining three new business in three years. Even though our business is rapidly growing, we never forget that our employees and customers are still the heart and foundation of our business. As a service provider, it is essential to attract and retain qualified competencies and finding responsible and attractive solutions for our customers, and there is, therefore, a natural connection between our core business area and protecting our employees, society and the environment at large.

During 2015, Møbeltransport Danmark went through three audits all with exceptional results. In addition to a re-certification of our ISO 14001 environmental system and our FIDI FAIM quality system, our company also underwent an audit by Bureau Veritas in accordance to the SMETA 4-pillar standard, with a full compliance result. SMETAs four pillars

align with the UN Global Compact principals as they are built on the four key areas Labour standards, Health and Safety, the Environment and Business Ethics. Results from the audit are uploaded and shared on the secure supplier ethical data exchange website, SEDEX. Møbeltransport Danmark still believes that certifications are of great importance to our stakeholders, as they document our approach to sustainability and corporate citizenship and provide reassurance to our customers of our high standards and values.

2016 will for our organisation be characterized by new initiatives and investments in among other, our Fine Art Transportation services and in a continues process of implementing new business management systems to optimise our information flow. These initiatives will all have positive impacts not only on our core business development but also for our employees work environment, our customers, our vendors as well as a positive effect on our environmental impact.

As a Company, we are committed to ensuring that our business is performed and developed in a sustainable and ethical manner. We look forward to continue our support to the United Nations Global Compact principles and to fulfill our commitment as a signatory of the UN Global Compact.



A handwritten signature in black ink, appearing to read 'Niels Bach', written over a horizontal line.

**Niels Bach**  
CEO



## ABOUT US IN BRIEF

Møbeltransport Danmark can be traced back to 1879 and is today Denmark's largest moving and relocation Company. With offices in Denmark's four largest urban areas and several affiliates in both Denmark, Sweden and Spain, we can provide a wide range of services within moving and relocation to our customers, globally as well as locally.

Nationally, Møbeltransport Danmark conducts quality office- and private moves, storage of household goods and is the largest provider of logistics of fine art transport. Our Danish affiliate Reloc A/S specialize in logistic planning and carrying out office relocations and domicile change. Reloc A/S helps customers with everything from interior design drawings, IT cabling and internal rotations.

Our international brand, Aspire Mobility Group, annually helps more than 2.500 families and corporate employees move to new homes worldwide. We also assist the families through the whole relocation and settling-in process, including applying for visas and residence permits, finding a new home, a school for the kids or obtaining knowledge about the new residences public services, health care system and culture.

## SCOPE OF OUR REPORT

As our business is expanding, so is our corporate responsibility – in everything we do, our core competences is to deliver high quality service to our customers, based on responsible solutions that is performed with respect to our employees, environment and society in general .

This communication on progress applies for Møbeltransport Danmark's four offices in Copenhagen, Aarhus, Odense and Aalborg, our brands Aspire Mobility Group, Brønderslev Flytteforretning and Lyngby flytteforretning and our affiliates Reloc A/S, Windum Hillerød Møbeltransport A/S and Møbeltransport Danmark National A/S. Through the report, all departments, affiliates and brands hereunder will be collectively referred to as Møbeltransport Danmark.

The following report will describe Møbeltransport Danmark's top priorities for action and provide information on our performance in 2015. Our challenges and opportunities along with our objectives for the future are furthermore described.

# PEOPLE

## Human Rights

As the largest moving and relocation company in Denmark, Møbeltransport Danmark support and respects internationally proclaimed human rights.

Being an international company, we conduct services on a global scale when we provide moving- and relocation services to families who are moving abroad. To ensure that the suppliers we cooperate with do not abuse human rights, we always cooperate with FIDI FAIM certified companies, whenever possible.

FIDI is the largest global alliance organisation of international moving and relocation companies. Their quality benchmark certification FAIM requires members to have a periodic independent assessment of their international moving activities through an independent audit, which is performed every three years. Companies that are FIDI FAIM certified follow an ethical conduct and have to ensure that their services are provided through conditions that respect human rights. Møbeltransport Danmark was FIDI FAIM audited by Ernest & Young, in 2015 and was certified with 0 Non-Compliant Values on the audit day. This has placed Møbeltransport Danmark among the top 79 FIDI companies out of 318 global members.

## Health and Safety

As an operator in the moving industry, our employees are exposed to heavy lifts that, if not executed correctly and professionally, can result in work injuries. Controlling and maintaining a safe working environment is therefore of key importance for Møbeltransport Danmark.

To uphold a continuously safe working environment and to be able to deliver a high quality in all our services, all movers employed in Møbeltransport Danmark have undergone a two-year mover education. We annually employ new mover trainees and the quality of their education is important to us as it regards the trainees health and safety, both now and in the future. Møbeltransport Danmark, as the largest Moving- and relocation company in Denmark, therefore, has close collaboration with the schools who provide educational moving classes, to make sure our moving-trainees receive the best education and are well prepared and informed about lifting postures, safety, handling equipment as well as safety in regards to driving the moving trucks.

To minimize health and safety risks in regards to heavy lifts, we make sure that our employees have the correct equipment specific to their job area, that they are trained in using the equipment and that the equipment is serviced and maintained properly. Using correct equipment can often ensure

# 01

**Principle:**  
Businesses should support and respect the protection of internationally proclaimed human rights.

# 02

**Principle:**  
Businesses should make sure they are not complicit in human rights abuses.

# 03

**Principle:**  
Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

# 04

**Principle:**  
Businesses should uphold the elimination of all forms of forced and compulsory labour.

# 05

**Principle:**  
Businesses should uphold the effective abolition of child labour.

# 06

**Principle:**  
Businesses should uphold the elimination of discrimination in respect of employment and occupation.

less heavy lifts for the employee, especially over longer distances. In 2016 Møbeltransport Danmark will invest in new crates for moving and storing items, that are of a less heavy material than our regular crates, providing a better work environment for our employees.

Not all accidents or injuries can though be avoided, which is why we closely monitor and report each incident, evaluate, and implement improvements and preventative measures where appropriate. Annually, all accidents are collectively reported on across offices and companies in the group to look for reoccurrences and areas where we need to take action or launch initiatives to promote good health and safety practices.

In 2016, Møbeltransport Danmark will conduct an employee Health and Safety survey with the intent to gauge responses from all employees in regards to health and safety matters.

This will allow every employee to provide feedback about the company and ways in which we can improve it. Møbeltransport Danmark will use the survey results to target our health and safety efforts, towards employees concerns and needs.

## Diversity and culture

As our international activities are growing, so is the diversity of our workforce. With offices in Spain and Sweden, and by providing services in terms of moving and relocation along with Art handling globally, our corporate language is progressively becoming English. This increases our ability to attract and retain employees with a broader international background, that can offer a differentiated knowledge and new competencies to our organisation. During 2015, 33% off all new administrative hires in Denmark was of origin other than Danish. We believe that a culturally diverse workforce can challenge and evolve the way we do business and increase our cultural understanding of and cooperation with our global customers and suppliers.

Møbeltransport Danmark is proud of our inclusive work culture and our diversity. It is of great importance to the organisation to maintain a tolerant working environment that is built on mutual respect and appreciation of differences and we, therefore, apply a zero tolerance approach towards bullying, harassment and discrimination.



## Education and learning

Our business has evolved rapidly over the last couple of years, accruing new companies and increasing the electronic information flow throughout the organization. This is just the beginning, and in 2016, we will take further steps to optimize work processes, by implementing new systems across organizations and departments.

New systems, procedures and routines create new demands of our employees. Recently our international move and relocation department merged, which have created a need for new procedures and workflows. In 2015, the two departments employees were cross-trained to simplify the customer service process for combination jobs when customers require both moving and relocation services.

Throughout 2016, Møbeltransport Danmark will further implement new systems to manage customers files from A-Z and easier registration of employee hours, which require an even greater focus on educating and training. We, therefore, make it our goal to continue to develop our workforce by investing in their training and promoting equal opportunities regardless of gender, age, origin, sexual orientation, disability, religion or another cultural status.

Our business expansion has also created new manager positions within our organization. In 2015, a number of Managers in Møbeltransport Danmark underwent external management training and education. This will continue on during 2016 with a new team of managers attending the same training.

Møbeltransport Danmark believes in training and educating and we constantly challenge our employees to benefit from a workforce that is engaged and productive.

We seek to create a working environment in which our employees may flourish and reach their full potentials.

We do this by valuing the many and varied skills and experiences that our employees bring to Møbeltransport Danmark; by investing in staff training and development; by treating employees fairly and equitably; by combating harassment and discrimination at work, and by encouraging an honest and open culture which values the differences between us.



# PLANET

07

Principle:  
Businesses should support a precautionary approach to environmental challenges.

It is of great importance to Møbeltransport Danmark that we continuously improve our environmental footprint by creating sustainable and competitive solutions, which will benefit our company, employees, customers and the society at large.

08

Principle:  
Businesses should undertake initiatives to promote greater environmental responsibility.

Møbeltransport Danmarks ISO 14001 certification continues to be an important management system allowing ownership at the executive level. Being certified has allowed us to actively think about our companies contributions to preserving the environment as well as seek ways to improve.

09

Principle:  
Businesses should encourage the development and diffusion of environmentally friendly technologies.

One of our main environmental targets is to focus on your buildings energy consumption. Our business has been thriving for the last couple of years, acquiring new businesses, expanding and moving to new locations, offices and warehouses. This has created a challenge in regards to our ISO 14001 measurement system, as the results from year to year are becoming highly complex to compare, and thereby difficult to document improvements. We, therefore,





measure our buildings resource consumption on each location on a monthly basis. This enable us to measure the effect when installing new sustainable solutions. For example, during 2015 Møbeltransport Danmark changed all outdoor lighting at the headquarter premises from incandescent to LED. Comparisons between our before and after measurements show that the initiative resulted in an 80% decrease on the light poles energy consumption.

In 2016 Møbeltransport Danmarks environmental targets will also be focused on our Fine Art transportation solutions. Møbeltransport Danmark is Denmark's leading supplier of Fine Art Transportation, with more than 45 years of experience, both nationally as well as internationally. The thorough coordination, handling and transportation of fine art is an extremely complex process and one we excel at. To protect paintings, sculptures, installations or other priceless and fragile items, we offer several designs of tailor-made wooden crates to our customers, produced at our carpentry shop located at our headquarters in Copenhagen. Our crate quality is of great importance, as they provide the best possible protection against changes in temperature and humidity when either storing or moving fragile items. Møbeltransport Danmarks crates are reused whenever possible, and all crates are put into an online register system, so when a crate is needed we can easily locate and reuse an existing crate, with the right measurement.

To further optimize our efficient use of materials, we will throughout 2016 buy a large number of (50) turtle crates. A Turtle crate is a versatile, secure and environmentally-friendly insulated crate for transporting art items. The special composition of the turtle crate materials means that the climate in the crate is kept very stable and external vibrations are largely absorbed. Several works can be transported in one turtle crate, as it is easily adjustable in size. Møbeltransport Danmark is thereby able to reuse the turtle crates more frequently compared to wooden crates. The turtle crates are also easier to prepare before transportation than the wooden crates, reducing both the carpentry shops use of materials and energy consumption. One turtle crate can last approximately 20 years dependent on the care of use whereas the quality of a wooden crate is much easier compromised. With the new turtle crates, Møbeltransport Danmark will significantly reduce our wood consumption, along with material and energy consumption in the carpentry shop thereby representing a long-term sustainable solution.

## Our Movingboxes

One of our largest purchases as a moving company is our moving boxes, and using sustainable material is therefore important to Møbeltransport Danmark.

We have prioritised Moving boxes that are off a very high quality, so our boxes are not only able to protect customer goods better but can also be reused several times.

Møbeltransport Danmark moving boxes consists of:

69% recycled FSC certified paper.

31% wood from sustainable forestry in Sweden.

## 10

### Principle:

Businesses should work against corruption in all its forms, including extortion and bribery.

We are committed to complying with the UN Global Compact's principal 10 along with local and international anti-corruption and bribery laws, in all of our business conduct. Anti-corruption is an integral part of our culture and business integrity is one of our guiding values. Møbeltransport Danmark, therefore, applies a zero-tolerance approach to extortion and facilitation payments, corruption and bribery in all its forms and expects the same from our suppliers and business partners globally.

Møbeltransport Danmark employees and national subcontractors are obliged to act in accordance with Møbeltransport Danmark's code of conduct, which sets forth the adaptation of good governance, transparency and accountability into day-to-day business. Møbeltransport Danmark's international division, Aspire Mobility Group, primarily, selects international suppliers on the basis of their membership of, and quality certification by FIDI, which is a global alliance of independent quality removal companies. At all times, FIDI and its Affiliates will act professionally, fairly and with the utmost integrity in all business dealings and relationships. This will apply wherever they operate. All FIDI Affiliates, including Møbeltransport Danmark, has signed the Anti-Bribery and Anti-Corruption Charter agreeing and committing to undertake (See box chart below):

At the end of 2015, Aspire Mobility Group took a further step to promote good governance. In compliance with the new FIDI FAIM requirements for 2016 Aspire Mobility Group instituted an anti-bribery campaign towards our customers, vendors and suppliers. Our Supplier Code of Conduct and Anti-bribery Standard is now an integral part of our correspondence with all our vendors, as well as potential vendors, so when we supply or receive any type of service, our vendors are aware of our ethical framework.

Aspire Mobility Group has furthermore implemented our Supplier code of conduct into all Removal Contracts, to ensure that it is communicated to all of our customers. This ensures that all of our customers are aware of our standards and that all of our vendors must comply with our framework regardless of their own certifications and/or standards.

If it is determined that any of Aspire Mobility Groups suppliers or vendors are not in compliance with our standards and Supplier Code of Conduct Aspire Mobility Group have formulated official escalation processes to determine how to resolve the process, or if and when we should terminate our involvement with the supplier or vendor involved.

Møbeltransport Danmark fight against corruption on a global scale has little effect in itself, but when 600 international moving and relocation companies in more than 100 countries spanning the five continents, stand together, we can make a difference. Møbeltransport Danmark is, therefore, an active participator in FIDI and supports their determination to lead the relocation industry by taking a clear stand against bribery and corruption.

### FIDI Anti-Bribery and Anti-Corruption Charter

1. Never engage in any form of bribery, either directly or through any third party.
2. Never offer or make an improper payment, or authorise an improper payment (cash or otherwise) to any individual, including any local or foreign official anywhere in the world.
3. Never attempt to induce an individual or a local or foreign official to act illegally or improperly.
4. Never offer, or accept, money or anything of value, such as gifts, kickbacks or commissions, in connection with the procurement of business or the award of a contract.
5. Never offer or give any gift or token of hospitality to any public employee or government official or representative if there is any expectation or implication for a return favour
6. Never accept any gift from any business partner if there is any suggestion that a return favour will be expected or implied.
7. Never facilitate payments to obtain a level of service which one would not normally be entitled to.
8. Never disregard or fail to report any indication of improper payments to the appropriate authorities.
9. Never induce or assist another individual to break any applicable law or regulation.

# ABOUT UN GLOBAL COMPACT

The UN Global Compact was launched in 1999 by former UN Secretary-General Kofi Annan and is today the world's largest corporate citizenship initiative – with 10,000 signatories based in more than 140 countries, and Local Networks existing or emerging in over 100 countries.

The purpose of the initiative is to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation.

The UN Global Compact advocates for companies to align their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. Members of UN Global Compact commit to submitting an annual report on progress in regards to implementation of the ten principals.

By supporting the UN global Compact business' helps ensure that markets, commerce, technology and finance advance in ways that benefit economies and societies everywhere.

