

# COP24

COMMUNICATION ON PROGRESS



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## CEO STATEMENT

The year 2024 was affected by the ongoing global unrest and uncertainty. In light of that, there was even more reason to put in the effort for a positive direction for the future. We have most certainly done so. Throughout the year, our ESG agenda has created powerful results and new initiatives that will continue into the future.

### New Technology Brings New Possibilities

From the very beginning, we, at Danoffice IT, have been contributing to further progress by providing the technologies that create the most sustainable results. From a global perspective, 2024 had one particular focus: AI. We experienced a wave of technology of historic proportions. Artificial intelligence provides us with new possibilities in our efforts on sustainable solutions. Therefore, being able to acquire the AI savvy consulting firm Businessmann A/S in 2024, has put us in a great position for the future.

### Circular IT with Global Reach

A notable initiative in our ESG efforts in 2024 was the launch of our global ITAD Service in Danoffice IT Green. IT Asset Disposition, ITAD, is all about safe reuse and recycling of used IT equipment. Our solution sets itself apart in the global infrastructure market because it creates the ability to manage all processes locally in most of the world. Because of that ability, we are eliminating a significant challenge in reusing and recycling of IT which is the global transportation of the equipment.

### Certified Sustainability Progress

We have five ESG goals for 2030 and to ensure that we are on the right path, we have put our efforts to the test through an evaluation by powerful external parties. The year 2024 became the year when we received confirmation from one of the most powerful teams that we are well on our way. The leading global IT market analyst firm, Canalys, presented us with the award EMEA Sustainability Partner in the year 2024 for our extensive sustainability strategy and our global ITAD service. The year 2024 was also the year when we were assessed by EcoVadis for the first time and achieved a silver rating. That put us at the top 15% on a global scale out of the 130,000 companies audited by EcoVadis each year. In 2024, we finally achieved the fifth star in

HP's sustainability program, Amplify Impact. In just three years, we have progressed from three to five stars which is the highest ranking. HP is more than just a long-term global partner; it is one of the most sustainable companies in the world so to achieve a top score is a confirmation that our sustainability efforts are serious and leading us on the right path forward.

### Green Transition with Our Customers

To create positive progression, we need to do the heavy lifting together. Therefore, we launched the Green IT Forum in 2024 through which we invite our customers in to join an initiative focused on IT and sustainability. We are not just focused on improving the sustainability in our own business, we also want to help our customers make a change. In a time when community as a global concept seems challenging, we find it to be important to contribute to efforts and making sure they thrive and are empowered. When we keep sustainability on the agenda, we can create a powerful foundation for the future.

With this report, we are pleased to confirm our continued commitment to supporting the UN Global Compact and the principles for human rights, labour, environment and anti-corruption as well as the UN Sustainable Development Goals. We want to live up to the highest standards of good governance and ethics in the way we conduct our business.

### Lars Baun Jensen

CEO, Danoffice IT



CEO Lars Baun Jensen

Since our establishment in 1995 we have been a global company, and today we are one of the leading IT suppliers to IGOs and NGOs worldwide, including the United Nations.

We are a large IT infrastructure Powerhouse with a global mindset, and we deliver IT infrastructure, solutions, services and ITAD services to IGOs, NGOs, as well as private and public companies in more than 180 countries. With a strong focus on providing high-quality IT solutions, we aim to help customers optimize their operations, improve efficiency, and stay ahead in the fast-evolving digital landscape.

Operating this business must be done while maintaining an alignment with our ambition of being a responsible company in all aspects whether it concerns the environment, people, or corporate governance.

## ABOUT DANOFFICE IT

Danoffice IT was established in 1995 and is a leading IT supplier to IGOs and NGOs. We are a supplier of IT infrastructure, services, solutions and ITAD services to organizations both in the public and private sector in more than 180 countries.

Since our beginning we have delivered IT solutions, services, and mission-critical IT equipment to IGOs, NGOs and to charities involved in peacekeeping and humanitarian projects in unpredictable and unstable parts of the world. We are especially proud of having the United Nations as our customer.

Our IT portfolio includes hardware, software, professional services, managed services as well as ITAD services, and we cover all leading technology brands. Our technical employees have a broad and deep knowhow in IT infrastructure and solutions, and they assist our customers all over the world.

Our business areas are founded on the IT infrastructure upon which our customers' applications operate. We provide consulting both in and out of the cloud, we supply 100% user-ready devices, and we provide solutions and services to support our customers' businesses. We assist in providing our customers with safe and secure access to data, systems, and applications to ensure efficient and seamless productivity.

We cooperate very closely with our customers throughout the entire process from analyzing needs, supplying the needed IT infrastructure and solutions, installing the solution, and offering several valuable after sales services as well as ITAD services supporting the circular economy. We do it with a holistic approach which brings VALUE to the customer and return on their investment. We do all this while maintaining a keen focus on sustainability.

Our customers are always our priority. We are committed to serve their needs regarding IT infrastructure and solutions, no matter where they are in the world. This is important to ensure trust and credibility in our collaboration – and essential to earn the right to be their preferred IT partner.

Our 300+ colleagues are spread across our Danish locations in Svendborg, Hinnerup, Ballerup, and our worldwide locations in Switzerland, USA, Singapore, India, and China.



### OUR SOLUTION AREAS

- AI & Machine Learning
- Cloud & Data Platform
- Digital Workplace
- Pharma Digital Solutions
- Security Solutions
- ITAD Services

[Read more here](#)

## **Our People and Culture**

We have a Statement of Purpose for our Cultural Constitution. It is a statement of purpose for who we aspire to be and not to be, and which cardinal virtues and management principles to live by. It is our guideline for everything we do, and this is what is expected of us all. With our cultural constitution we have a moral compass, which ensures, that we stay on course, and that our work is always contributing to reaching our goals.

Our four virtues are the corners of the world. These are the character traits we strive to live up to.

### **Courage:**

We dare to do things our own way. We turn down, what is contravening our integrity and orderliness. We challenge each other and are targeting a better result for everybody.

### **Empathy:**

Here people come first. We establish cohesion in spite of differences.

### **Humbleness:**

We listen to each other. We are conscious about our strengths and weaknesses and ask for help, whenever we need it.

### **Aspiration:**

We demonstrate capacity for action and pursue excellence, in what we do, and strive – without fear of change -to become better tomorrow.

## **Courage**



## **Empathy**



## **Humbleness**



## **Aspiration**



## OUR 2030 ESG GOALS

At Danoffice IT, we want to be the best in the business when it comes to environment and climate, social responsibility, responsible management, diversity, equality, and inclusion. All these important issues are grouped together under ESG and sustainability. To succeed, we have set five ambitious goals for ourselves as we head towards 2030 and will make these our priority to create new standards for our ESG management.

We have a special place in the world in that we play a special role. As a company, we are global and from our very beginning, we have worked hard to put ourselves in a position from which we can contribute and make a difference. However, we also know that our position comes with great responsibility. We are not only working to live up to this responsibility, but we are in fact constantly improving on our efforts for the benefit of our customers, our industry, and the planet we all share.

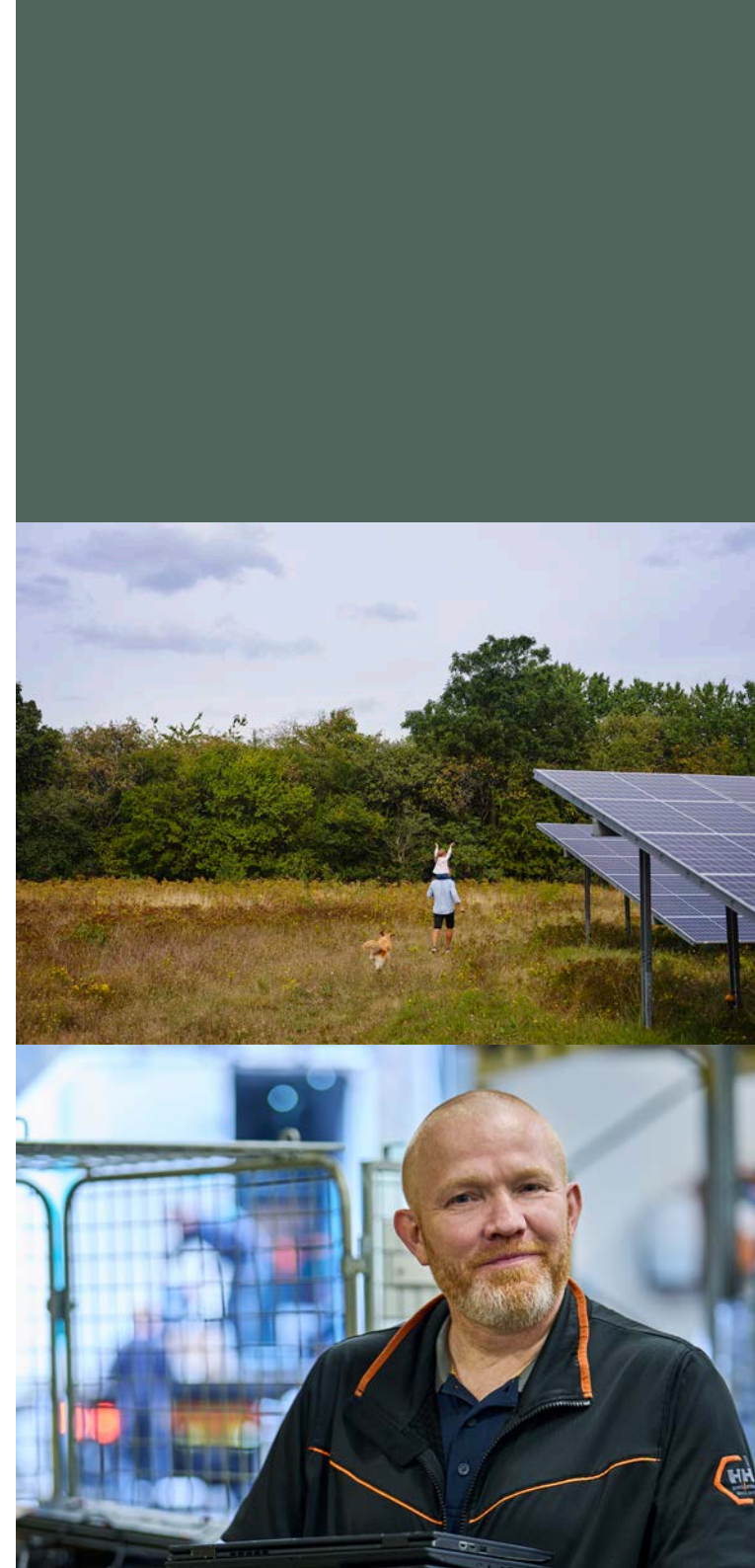
### **Goal #1 Our Imprint: CO2 Neutrality**

We understand that global IT commerce affects our climate. Therefore, we are launching new efforts ongoingly to help reduce our CO2 emissions.

Our declared goal is to achieve at least a 50% reduction leading into 2030. Achieving 100% CO2 neutrality must be a reality in the year 2050. We plan to achieve our goal through direct reduction and secondarily through compensation for the emission we cannot avoid as part of our business operations.

### **Goal #2 Our Environment: Sustainable Technology and Circular IT**

The IT industry is responsible for a large amount of globally increasing waste and in addition to that, the industry is responsible for a substantial amount of overall global CO2 emissions. We work to promote circular IT behavior to reduce the negative environmental imprint created by IT manufacturing and IT waste.



Heading towards 2030, we will be intensifying our focus on more sustainable IT solutions for our customers as it relates to manufacturing, usage, transportation, and disposal of IT. Our goal is to increase our circular IT business fivefold from 2020 to 2030.

**Goal #3 Our Culture: Diversity, Equality, and Inclusion**

Everyone has a place with us. We see and meet everyone with an open mind, both internally and externally. We will lead the way to promote diversity, equality, and inclusion within our own organization and in our industry. Therefore, we will commence initiatives to support these issues in our place of business and in our local community. Specifically, we focus on gender, ethnicity, and age. Among other things, our goal is to have a minimum of 40% of our employees and management in our organization be female no later than the year 2030.

**Goal #4 Our Responsibility: Anti-corruption**

Trust and security are at the core of our work on responsibility, and we are taking the lead when it comes to transparency and clean lines. We actively use our ISO 37001 certification in anti-corruption to govern our work to fight corruption and bribery. We support our employees by having clear guidelines, education, and regular auditing. In doing so, we protect them from business-related ethical dilemmas. Our goal as we move towards 2030 and in the future to come, is to maintain our current ISO certification and maintain our zero-violation status.

**Goal #5 Our Leadership: Transparency**

We put a great amount of effort into empowering responsibility and transparency in our everyday lives and into ensuring that our Management live up to these standards as well. We do so to ensure transparent communication about decisions made by our Management and in these efforts, democracy and justice are key elements.

Leading into 2030, our goal is to ensure that the wellbeing of our employees and our declared ESG goals have a correlative effect on the compensation paid to all members of the Management in Danoffice IT. [Read more about our five ESG 2030 goals here.](#)

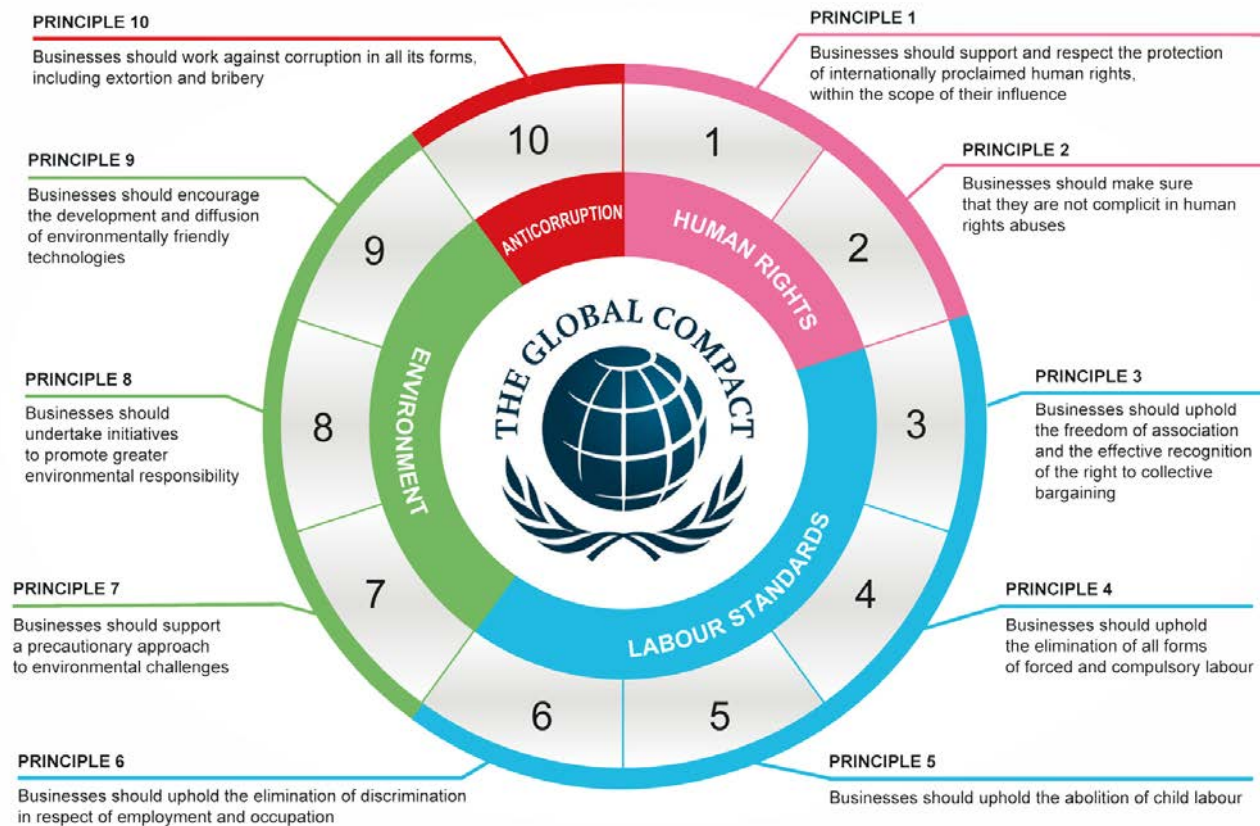


FACTS ABOUT DANOFFICE IT



## OUR COMMITMENT TO THE TEN PRINCIPLES OF THE UN GLOBAL COMPACT

WE SUPPORT



Our work with social responsibility and sustainability is built on our core values. The commitment of our employees and shareholders to live by those core values is in our DNA. We want to be responsible for the impact our activities have on colleagues, partners, customers, communities, and the environment.

We have been a member of the UN Global Compact since 2007, and we conduct our business activities with respect for the ten principles for human rights, labour, environment and anti-corruption and the relevant UN Sustainable Development Goals (SDGs). The Ten Principles have been integrated at all organizational levels from strategic to tactical and operational level. Our progress on the principles is communicated to our partners and employees through our company employee manual and at [www.danofficeit.com](http://www.danofficeit.com).

On the following pages we will describe our policies and contributions to the Ten Principles of the UN Global Compact and how they relate to the different Sustainable Development Goals.

## HUMAN RIGHTS

### **Principle 1: Business should support and respect the protection of internationally proclaimed human rights.**

We believe that all human beings are born free and equal in dignity and rights. We respect all people regardless of nationality, race, gender, religion, class, or political opinions. We promote social interaction between people and cultures and aim at a mixed organizational culture.

We embrace culture and have employees from several different nationalities, coming from South America, USA, Europe, Middle East, and Asia. Moreover, we have employees who came to Denmark as refugees from Syria, Croatia and Ukraine.

### **Principle 2: Businesses should make sure that they are not complicit in human rights abuses.**

We support all human rights and legal rights, at a national level and within international law and only accept partners who do the same.

### **RESULTS AND HIGHLIGHTS FROM 2024**

There were no reporting of incidents involving any breach of international conventions or human rights violations in any of our locations.

In 2024 we employed 1,5% disabled employees, while 10% of the workforce were ethnic minorities. Our organization mix was balanced with 30% women and 70% men.



## LABOUR

### **Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining**

Our employees have the right to be members of trade unions, collective bargaining and to strike if necessary. Trade unions can assist with negotiations of wages, work rules, complaint procedures, rules governing hiring, contract termination and promotion of workers, benefits, workplace, safety, and policies.

Our employees have a representative who works as a contact person between employees and management whose mission is to ensure that all labour standards are fulfilled and that all employees can contact someone for personal matters, ideas for improvement or health & safety conditions.

We have a work-life balance policy encouraging flexible working hours and tolerance for personal and family issues and/or needs. With our employee manual we inform and update employees on our values, company profile, history, global strategy, and information on working terms and conditions such as illness and absence, overtime, annual employee interviews and regulations. We continuously strive to educate and develop our employees professionally and personally through seminars, workshops and through daily coaching. Management gathers all employees on a regular basis to share knowledge of professional character or to inform about the work we do with our customers in the field. Here we also learn about cultural differences to understand the diversity of the world we live in.

Communication and information within a company is key for success and employee satisfaction. Therefore, we have a very clear and transparent communication of our strategy plan where employees are attending regular company meetings as well as department meetings where status on current business and future initiatives are discussed in an open and inclusive way, where everyone can ask questions and receive information on the strategy and the business.



#### **Principle 4: Elimination of all forms of forced and compulsory labour**

We do not use any form of forced or compulsory labour, nor do we accept partners who do. Vendors, partners and customers must confirm the same behavioral policy before a cooperation and future business endeavor can take place.

#### **Principle 5: Effective abolition of child labour**

We do not use any form of child labour, nor do we accept partners who do. Vendors, partners and customers must confirm the same behavioral policy before a cooperation and future business endeavor can take place. Our labour policy prohibits employment of any person under the age of 16 years.

#### **Principle 6: Elimination of discrimination in respect of employment and occupation.**

With our presence in Denmark, Switzerland, USA, Singapore, China and India, our department management constantly strives at building a workforce with balance of nationality, race, gender, religion, class and political opinions. Our workforce is balanced between all before mentioned groups, and all employees receive equal conditions and rights regardless of location or background. To balance the gender best possible we seek to have at least one of each gender represented among the last three candidates in the hiring process.

#### **Supplier Code of Conduct**

We set high standards for the way we do business, and with our Supplier Conduct of Conduct we require safe working conditions throughout our supply chain, ensuring that workers and employees are treated with respect and dignity, impartially and fairly, that business operations are environmentally sound, and that business is conducted in accordance with internationally recognized principles and relevant international conventions relating to responsible business conduct.



## RESULTS AND HIGHLIGHTS FROM 2024

There were no reporting of labour rights violations in any of our locations.

There has been two minor safety-related injuries requiring 16 days recovery

### Meaningfulness Survey

In 2024 the annual meaningfulness survey was carried out amongst all employees to monitor and track the sense of meaningfulness. The purpose of the survey is to gain insight into how employees are experiencing meaningful work through the four drivers of Purpose, Leadership, Belonging and Personal Growth.

Through the meaningfulness survey we aim to create a workplace where every employee can realize their potential. Research shows that meaningful work drives engagement, productivity, innovation, retention, and reduces stress. In 2024, the survey showed a slightly lower score than the years before. A change that has been driven by a year with organizational changes and the implementation of large IT projects. Actions have been taken to address this, emphasizing our commitment to ensuring employees thrive and find their work meaningful.



## ENVIRONMENT

### **Principle 7: Businesses should support a precautionary approach to environmental challenges**

We all have a responsibility for the environment and for looking after each other, but as an international company with influence and means we carry an even greater responsibility than ordinary.

We are devoted to making UN Global Compact a success and alongside with other dedicated members we strive to create awareness and set new standards for good governance.

We only work with internationally recognized vendors with environmentally friendly policies.

### **Principle 8: Undertake initiatives to promote greater environmental responsibility**

We care about the environment, and we seek to reduce the negative impact we have on the environment and the climate, whenever we do business with our customers and partners. We are therefore committed to the Science-based Targets initiative (SBTi) to build a sustainable business with minimal negative impact on the climate. From 2020 to 2030 our SBTi approved near-term target is to reduce our greenhouse gas emissions by 42% for scope 1 and scope 2, and to reduce our emissions in scope 3 as much as possible. This is in line with what the latest climate science deems necessary to meet the goals of the Paris Agreement – limiting global warming to 1.5°C above pre-industrial levels. We have, however, raised our goal to reduce our greenhouse gas emissions by 50% for scope 1 and 2, and have a target of net-zero emissions by 2050 as well. Every year we initiate activities to reduce our negative impact, and the initiatives will be highlighted in our COP reports.

### **Principle 9: Encourage the development and diffusion of environmentally friendly technologies**

We encourage our customers to look at the Total Cost of Ownership (TCO) as well as Total Impact on Environment (TIE). A cost saving solution that also has as little negative environmental impact as possible. We strive at a TCO/TIE solution with low power consumption, more recycled materials, best quality, longer lifespan and that the solution is resold for reuse when it is no longer needed.

## RESULTS AND HIGHLIGHTS FROM 2024

In 2024 we took several actions which will play an important role for us in becoming a more sustainable business in the future.



### Launch of Global ITAD Services

The demand for greener IT solutions is increasing rapidly as we all become more focused on the climate, IT security, and compliance. Solving the problem locally is not a challenge, but when the need goes global, there have been no sufficient solutions until now. As part of Danoffice IT, with global focus and reach, Danoffice IT Green launched a global ITAD service in 2024. One contact, one contract. As soon as something becomes global, the complexity increases. Danoffice IT Green makes it easy for customers to manage all their used IT equipment as well as obtain documentation of their compliance. The customer enters into an agreement with Danoffice IT Green, which then takes care of everything. Coordinates each task, and ensures pickup and safe transportation to the nearest ITAD hub to handle the tasks as local-to-local as possible - and thus avoid moving the equipment over long geographical distances. [Read more here](#)

### Sustainability Award from Canalys

In 2024 Danoffice IT was awarded the EMEA Sustainability Partner of the Year by Canalys, a leading global IT research firm with a specific focus on the IT reseller market. We received the award for our comprehensive sustainability strategy, as well as our original and bold vision for our global ITAD service, which is built on local partnerships, compliance and minimal cross-border product transport.

### Silver rating from EcoVadis - Top 15%

In 2024 Danoffice IT was audited and assessed by an external auditor, EcoVadis, for the first time on our sustainability work. We achieved a silver rating already in our first rating, and this rating places us in the top 15% globally among the more than 130,000 companies that EcoVadis assesses every year. Most often, you would start your journey from lower ratings, so this is certainly an achievement that we can be proud of throughout our organization. Danoffice IT will be assessed by EcoVadis every year, and we have an ambition to move up to a higher rating. EcoVadis is the largest player globally in assessing companies' work with sustainability, and for the same reason, their ratings provide great security for us and our customers. Our credibility is crucial to our success in our work worldwide, and is an important confirmation to our customers that we are taking action on our promises.

[Read more here](#)



### Highest Sustainability Rating from HP

HP is among the world's most sustainable companies, and they take the lead in progress. Not least with their ambitious sustainability program HP Amplify Impact. The first of its kind, where HP brings its partners together to work for a better future. At Danoffice IT, we have been a part of this from the start and in 2024 were awarded the maximum five stars from the program. A solid indication that our sustainability efforts are serious and aimed at the future. [Read more here](#)

### Green Transformation Together with Our Customers

In 2024 we launched the Green IT Forum for our customers, where we invite them to join us in an initiative where we put increased focus on IT and sustainability. We do not only want to improve our own business to become more sustainable – we also want to help our customers create change. The Green IT Forum is an experience-sharing group for our customers in Denmark, with a focus on IT and sustainability. Our goal is to create a forum for IT managers, IT purchasing managers and sustainability managers, where we can inspire each other and exchange experiences about IT and sustainability. Here customers can share their experiences and at the same time hear how others are working with sustainability in the IT area.

For more information, please contact [sustainability@danofficeit.com](mailto:sustainability@danofficeit.com).

### Collection of used IT in the City of Ballerup

In April the city of Ballerup in Denmark focused on the Sustainable Development Goals (SDGs) with an SDG Festival in Ballerup city centre together with companies that support the SDGs. One of many initiatives was the collection of used IT equipment to highlight the benefits of reuse, recycle and the circular economy. Danoffice IT Green also participated in the SDG Festival and collected used IT equipment from the citizens of Ballerup.



### **The Danish IT industry's Policy Board for Green Transition**

In 2024 we continued our active participation in the Danish IT industry's Policy Board for Green Transition. Digitization and new technology play a key role in the solution to the climate challenges. The digital technologies and services of the Danish IT companies are determined to create green development and growth in Denmark and abroad. The Policy Board for Green Transition aims to create great framework conditions for data and digitization to support and accelerate a green transition in Danish society. In 2024 the policy board launched nine concrete recommendations on how companies can get started working on the green IT transition.

### **Company Cars and Electric Charger Stands**

We have charger stands for electric and hybrid cars at our offices in Denmark. It is important for us to make it easy for employees and customers with electric cars can charge their cars at our offices. There are 6 chargers at the Svendborg office, 12 chargers at the Ballerup office and 10 chargers at the Hinnerup office. Our goal is that all company-owned vehicles are electric before 2030 to support our 2030 ESG Goal of reducing our carbon emissions as a company. In 2024, more than 65% of the company vehicles were hybrid or electric compared to 40% in 2023.



## OVERVIEW OF ONGOING ENVIRONMENTAL SUSTAINABILITY INITIATIVES

### Global ITAD Services

We offer to buy and resell our customers' used IT equipment globally – prolonging the lifecycle of the products and saving the environment for greenhouse gas emissions from the production of new products. We buy back most IT equipment, and primarily we resell mobile phones, tablets, computers, networking, servers and storage systems. When it's not possible to resell a product for reuse, it is recycled via ISO 14001 standards. We reuse thousands of units every year, and in 2024 we reused 94.462 units and sent 150 tons of electronics to recycling.

### IT Carbon Reporting

We can deliver carbon and energy data on different IT equipment to our customers across all brands. The carbon footprint can be calculated for the entire product life cycle: from production and transport to energy consumption and disposal. This gives our customers a better transparency of the carbon emissions that the different IT products have in their entire lifecycles, and customers will be able to make purchase decisions that also consider the environmental impact of the products.

### Print Cartridge Recycle Program

Since 2009 we have executed on the "HP Planet Partner" recycle program in collaboration with HP. In partnership with our United Nations customers and HP, we collect used toners and cartridges from UN missions all over the world and recycle them in Europe. Through our combined efforts we have recycled several thousands of units so far and still counting. In 2024 we recycled 6.455 units.

### HP BrainWalk Challenge

Every year our employees participate in the HP BrainWalk Challenge, which is focused on health and sustainability. The challenge is to walk as many steps as possible for 10 days, while competing against colleagues and other companies, and every day there is a sustainability question to earn extra steps in the contest. In the end HP converts the steps taken into planting several trees on behalf of the participants. In 2024, 71 employees participated and took approx. 7.3 million steps for which HP planted 274 trees.

### World Cleanup Day

Every year our employees can participate in the global World Cleanup Day, which is the world's largest clean-up event, where millions of people clean up waste. In 2024, 19 employees signed up to clean up waste, and they removed a total of 22 kg of waste from the streets and in nature.

## OVERVIEW OF ONGOING ENVIRONMENTAL SUSTAINABILITY INITIATIVES

### Collection of Used IT from Employees

Every year in November all employees can hand in their old private IT equipment, which they no longer need. The IT equipment is data deleted by Danoffice IT Green and is checked if some of it can be reused and thus resold. All possible earnings on the used IT equipment will go to a good cause selected by Danoffice IT Green. In 2024 the total number of collected IT devices was 101.

### CO2 Compensation for Business Travel

Since 2021 we have neutralized our CO2 footprint from our business travel, when a hotel stay is required. This is done via our partnership with Goodwings, which is a hotel booking platform that measures, and CO2 compensates our travel emissions through a VCS-verified tree planting project in Uruguay in South America. In 2024 Goodwings neutralized 31 tons of CO2 from our business travel.

### CO2 Compensation for Employee Workspaces

Since 2020 we have neutralized all employees' CO2 footprint on a yearly basis covering their workspace PC's and monitors. This covers both the energy during usage as well as the transport and production of the IT equipment. The neutralization is done via a selected UNFCCC program project every year. In 2024 we neutralized 152 tons of CO2 via a UNFCCC project.

### CO2 compensation for goods transportation

The CO2 footprint from our transportation of goods to customers via DHL and UPS are compensated every year, and in 2024 441 tons of CO2 was compensated. We furthermore have a collaboration with PostNord, where all domestic packages will be shipped with what is referred to as a climate contribution which is created for the benefit of preserving Danish nature, biodiversity, and our climate. PostNord's climate contribution will be donated in full to the Danish Nature Fund and the Climate Forest Fund.

### Optimizing Warehouse Waste and Packaging

In our warehouses we use 100% bio-degradable cardboard materials and work at reducing weight and volume to minimize shipment and hereby CO2 emissions. Packaging waste is sorted and recycled. We work closely with suppliers to ensure packaging around products are optimized for onward supply. Whenever possible, our warehouses reuse packaging.

### Smarter and Better Lighting

We continuously invest in smarter and better lighting at all our locations. In our biggest warehouse in Svendborg we only use LED lighting for energy efficiency, and in our Ballerup office all lighting is "smart lighting", where light is automatically turned on by movement in all rooms and turned off with no movement for a longer period of time.

## ANTI-CORRUPTION

**Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery**

### **Strong Commitment to Anti-Corruption: A Core Value in Our Company**

In a world where responsible business conduct is a prerequisite for sustainable growth, we stand firmly by our zero-tolerance policy against all forms of corruption, including extortion and bribery.

We believe that transparency and integrity are fundamental pillars of any responsible business, and our dedication to combating corruption has remained unwavering since our founding in 1995.

Corruption undermines trust, creates inequality, and distorts market mechanisms. We define corruption as any form of manipulation or misuse of systems for personal or partisan advantage rather than for the public good. Bribery involves offering or accepting money, goods, or services in exchange for an action that would not otherwise have been taken. This is unacceptable in all circumstances, and we actively work to identify and prevent any form of unethical practice.

### **A Clear Ethical Compass**

Our employees are obligated to act in accordance with our ethical code. Any suspicion of irregularities, corruption-related behavior, or attempts at unlawful influence must be reported immediately to the nearest manager, top management, or our Whistleblower Portal. This ensures a swift and effective response to mitigate potential risks and safeguard our integrity.

To support our employees in upholding these principles, all have signed our ABC Policy (Anti-Bribery and Corruption), which clearly outlines our standards and guidelines. Additionally, we conduct annual training programs to ensure our team remains up to date on the latest regulations and best practices in anti-corruption.



### Whistleblower Portal: A Secure Reporting Channel

As part of our transparency culture, we offer an anonymous whistleblower portal where employees, business partners, and other stakeholders can report suspected fraud or corruption. We encourage everyone to use this platform if they witness or suspect unethical behavior among our employees or associated business partners.

### ISO 37001 Certification: A Guarantee of Compliance

To ensure a structured and documented approach to combating bribery and corruption, we have been certified under the ISO 37001 standard since 2020. This certification, which is audited annually by Bureau Veritas, is a testament to our ongoing commitment to conducting a transparent and ethical business. The certification ensures that our employees have a deep understanding of our zero-tolerance policy, relevant procedures, and compliance documentation.

### A Responsible Partnership

We see it as our duty to lead the fight against corruption and expect the same from our business partners. Our mission is to be a trustworthy and responsible player that creates value through honesty, integrity, and fair competition. By adhering to these principles, we contribute to shaping a more open and just global economy where businesses can thrive on a solid ethical foundation.

Our commitment does not stop here – we will continue to strengthen our internal processes, educate our employees, and collaborate with stakeholders to combat corruption in all its forms. Together, we can ensure a future where transparency and accountability are at the core of all business practices. Our work with Principle 10 supports UN Sustainable Development Goal #16: Peace, Justice, and Strong Institutions.



### RESULTS AND HIGHLIGHTS FROM 2024

In 2024, Danoffice IT, Danoffice IT Solutions & Services, and Danoffice IT Global successfully achieved ISO 37001:2016 re-certification without deviations. Looking ahead to 2025, our goal is to extend this certification to include our new offices in China and India. Danoffice IT Green is currently the only non-certified entity within the Danoffice IT Group. However, Danoffice IT Green already operates according to the ISO 37001 standard and follows the same guidelines and procedures as the rest of the group. Danoffice IT Green is expected to be included in the certification by 2026.

In 2024 there were reported no incidents of bribery or corruption, demonstrating a steadfast commitment to maintaining the highest standards of ethical conduct. Furthermore, all set objectives for the period were successfully accomplished.

## OUR WORK WITH THE UN SUSTAINABLE DEVELOPMENT GOALS

We conduct our business with respect for the UN Sustainable Development Goals (SDGs), and we focus on supporting SDGs where we can have the greatest impact, even though we directly or indirectly touch many of the goals.

We directly support 7 of the 17 Sustainable Development Goals.

We do, however, believe that we can have the greatest impact on SDG# 3, 9, 12 and 16, because these are a big part of our daily business.

The SDG#12, Responsible Consumption and Production, is the goal where we can contribute the most, as this goal directly relates to our core business of selling and delivering IT-infrastructure and solutions as well as reusing and recycling used IT equipment. We have described all our activities related to SDG #12 in the section “Results and highlights 2024” in relation to the Environmental principles 7-9.

For SDG# 13, Climate Action, we have also described our activities related to SDG #13 in the section “Results and highlights 2024” in relation to the Environmental principles 7-9.

We have, furthermore, described our activities related to SDG #16, Peace, Justice and Strong Institutions, in the section “Results and highlights 2024” in relation to the Anti-Corruption principle 10.

In this section we will thus only describe our activities around the following SDGs:

**SDG #3 Good Health and Well-Being**

**SDG #5 Gender Equality**

**SDG #8 Decent Work and Economic Growth**

**SDG #9 Industry, Innovation and Infrastructure**

In 2024 we also supported SDG #10 Reduced Inequalities, and this activity will also be described in this section.



## SDG #3 Good Health and Well-Being

In this section we will describe activities related to the good health and well-being of our employees as well as how we are supporting this goal other places in society. In the previous Labour section we have already described our “Meaningfulness Survey“, which focuses on the well-being of our employees as well.

### Run for a Purpose

During the year all employees are encouraged to “Run for a purpose” – either by walking or running once or twice a week during work hours. At the end of the year the number of walks and runs are summed together, and we donate an amount of money for a good cause. Based on the employee activities in “Run for a Purpose” during 2023, we supported several good causes in 2024.

- **SOS Children’s Villages**, where we sponsor the girl Hellen, who is 17 years old and from Kenya
- **Plan Børnefonden**, where we sponsor the girl Adjaratou, who is 14 years old and from Burkina Faso
- **Football Shirt Friday**, which raises funds for the Children’s Cancer Foundation
- **Team Rynkeby**, which raises funds for the Children’s Cancer Foundation and the Children’s Lung Foundation via cycling teams riding from Denmark to Paris every year. In 2024 we supported both Team Ringe and Team Copenhagen, where two of our own employees also ride on the teams.
- **Cool Earth**, which is an international NGO that funds indigenous communities to protect endangered rainforests to combat the climate crisis and protect ecosystems.

### Cycling4Cancer

In 2024 we supported the spinning event “Cycling4Cancer”, which raises funding to support the fight against cancer. 20 employees participated on two bikes at the event which was also great for teambuilding.



### The DHL Relay Run

The DHL Relay Run is a popular annual running and exercise event, and it promotes physical activity, teamwork, and community engagement. Every year our employees have the possibility to participate in the DHL Relay Run in Denmark, where they can run or walk 5 kms together, or just participate for the social part of the run. In 2024, 37 employees participated.

### Healthy Diet for Employees

Our employees are our most important resource and therefore we strive at keeping them mentally and physically fit. An important part of being mentally and physically fit is what you consume, and therefore all employees have a large variety of salads, vegetables, natural foods, organic foods and vegetarian food to choose from at lunch in the canteens.

### Sponsorship of Local Associations

Every year employees have the opportunity to suggest local associations they would like Danoffice IT to support. The employees or their families are usually involved in the associations. In 2024 we supported three local associations out of many suggested by the employees. By sponsoring these associations, we support living a healthy life by SDG #3.

- 1) Thurø Gymnastics, where both men and women train together and have fun.
- 2) Copenhagen Futsal club for women. Futsal is an indoor football game on a small pitch with a smaller ball than soccer that is harder and less bouncy.
- 3) GLHFParty.dk is a place that creates an exciting free space where both young and old can meet and pursue their common hobby - computer games.

Besides these 3 local associations we also supported a truly special organization called “Chance to Change Foundation” in which one of our own employees is a volunteer. The organization is based in Kiev and focuses on Ukrainian children’s mental health, and they teach children to smile and believe in themselves.



## SDG #5 Gender Equality

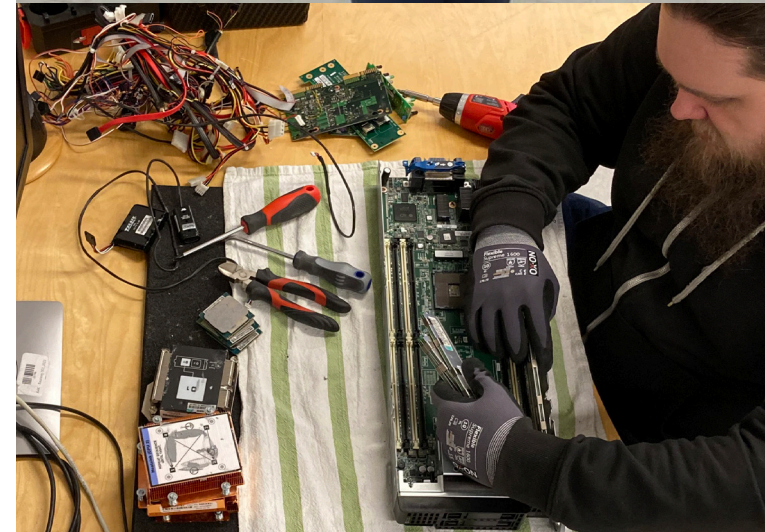
### Supporting Tech Education for Women

In 2024 we continued our financial support of the talented young woman, Martha, so she can finish her tech studies at the Wisconsin University College in Ghana. In 2024 she began her master's in computer science specializing in Cybersecurity. Considering the increasing threats to digital ecosystems, she will acquire specialized knowledge in Cybersecurity, so she can contribute meaningfully to this area in Ghana when she has finished her studies.

## SDG #8 Decent Work and Economic Growth

### Partnership with Special Minds

We have a partnership agreement with Special Minds, which is a social economy company that helps young people and adults with Autism Spectrum Disorder to succeed in education or employment. The employees at Special Minds help our circular department Danoffice IT Green to separate used IT equipment for recycling. If the IT equipment is taken apart in relation to the different materials and specific units such as motherboards, CPUs etc., it can be recycled more easily. The employees at Special Minds are pleased with the collaboration as it is a work task they enjoy, and they are good at it. Special Minds is operated with the notion that all people have the right to meaningful employment and a good life. Special Minds is driven by an ideal that all people have the right to meaningful employment and a good life. They would like to contribute to a new mindset in Denmark which results in ensuring that people on the autism spectrum or with similar profiles succeed in education and contribute to the workforce with their respective skill sets.



## SDG #9 Industry, Innovation and Infrastructure

### Strong Cybersecurity Focus

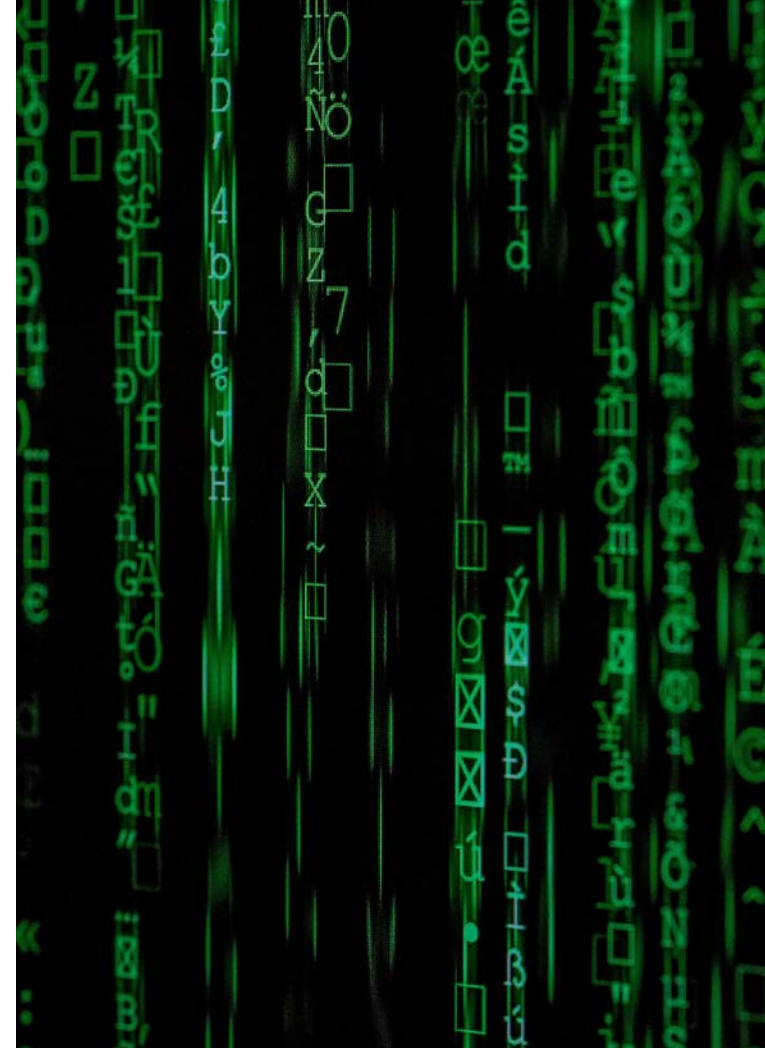
Goal 9 seeks to build resilient infrastructure, promote sustainable industrialization and foster innovation. Cybersecurity ensures that critical infrastructure, including digital platforms, communication networks, and industrial systems, are secure from cyber threats. This is vital for innovation, as secure systems enable companies, governments, and other organizations to develop and deploy sustainable technologies without fear of disruptions. It also helps to build resilient infrastructure that is essential for long-term development.

Our work with cybersecurity is twofold. We have a strong cybersecurity focus within our own IT department to ensure that we are protected against IT security threats. In addition, we advise our customers how to create the most efficient infrastructure possible to protect their businesses from IT security threats.

### *Internal IT Security*

The year has seen several significant improvements in our internal IT security. We have successfully onboarded an external 24/7 SOC (Arctic Wolf) to strengthen monitoring and response to security incidents. In addition, we are in the process of implementing NIS2 and DORA requirements on an ongoing basis, based on a gap analysis against our implementation of ISO 27001.

NIS2 (Network and Information Security Directive) aims to strengthen cybersecurity across critical sectors in the EU, including increased requirements for risk management, security incident reporting and more comprehensive supplier management. DORA (Digital Operational Resilience Act), on the other hand, focuses specifically on the financial sector and imposes stricter requirements for IT risk management, cybersecurity testing and a comprehensive strategy for operational resilience. While NIS2 is broader and covers many sectors, DORA is more targeted at financial institutions and ensures that they can withstand and respond to digital threats without disrupting the market.



As part of our ongoing focus on security and compliance, we have also implemented a new e-learning system. This system ensures that all employees complete mandatory courses within IT security, data protection and ABC (Anti-Bribery and Corruption). In addition, targeted courses have been developed for selected employees working with risk management, compliance and other critical functions. To optimize the registration and follow-up of these initiatives, everything is tracked and managed in our new GRC tool, Risma. We continue to work on strengthening our security and compliance strategy to meet future requirements and challenges.

#### *IT Security for Customers*

Our IT security work for our customers focuses on two main aspects in relation to the heightened security situation that many companies and organizations are facing. With our expertise in IT security, we can help our customers strengthen their resilience to IT security threats – both managerially and technologically. We have strengthened our competencies to be able to support our customers in the legislative area – in particular with the NIS2 directive from the EU. We help facilitate an NIS2 process for our customers, so that they can plan for implementation. Helping to strengthen companies' resilience to IT security threats is a socially important task that we, as IT infrastructure specialists, should and must have on the agenda. Even the smallest cyberattack can result in massive losses and costs for businesses, but also in losses for the environment and climate. With our solid portfolio of security skillsets, we can advise our customers on how to create the most efficient infrastructure possible with a secure foundation, which in turn can support their transition to a more sustainable business.



### New AI Competencies

Goal 9 focuses on building a resilient infrastructure, promoting sustainable industrialization and fostering innovation. Economic growth, social development and climate action are strongly dependent on technological progress. Right now, we are seeing a global development where AI is the driving factor in many places – and by far the most profound technological development we have seen in many years. AI is a powerful enabler for improving industrial processes, fostering innovation, and creating sustainable infrastructure, all of which are crucial to economic growth and resilience.

AI is now playing a leading role in the public debate about how we shape our lives in the future – with equal parts concern and excitement. On many parameters, AI has overtaken other important technological developments, and the pace is crucial: With incredible computing power, AI can help us make better decisions – and make fewer mistakes. This also applies in the work with sustainability. That is why our acquisition of Businessmann A/S in 2024 has been an important component for us in realizing our ambition to develop AI solutions that can also help support a sustainable transition for our customers. With Businessmann A/S as an integrated part of Danoffice IT, we have significantly strengthened our AI competencies, so that we can be at the forefront of developments and make our contribution to a more sustainable future.

With our new AI competencies, we have helped a customer reduce waste in their production, and we have delivered AI solutions that radically reduce our customers' energy consumption because the AI solution is placed close to the data that needs to be processed. The scenarios and opportunities are lined up, and we are well equipped to realize them. We do this with AI as a strategic tool and as a supplement to human experience and knowledge, which will accelerate the green transition. With our solid palette of AI skills and solutions, we can advise our clients on how to take advantage of the many new opportunities that AI opens up in the work of creating IT solutions that can support a general transition towards a more sustainable business. The green transition is deeply dependent on technology, and AI will significantly accelerate the development and transition for the benefit of us all. AI technology has huge potential when it comes to driving innovation and supporting sustainability, but it is also important to ensure that the use of AI does not itself create new sustainability problems.



## SDG #10 Reduced Inequalities

### Supporting Children in Need

We have had a global presence for more than two decades. In collaboration with our customers, we reach the farthest corners of the world where there is a dire need for help. We work to make a difference, and in December we created a donation holiday calendar. On four separate occasions, we used this calendar to make donations to the children of the world living in unrest and uncertainty both near and far.

#### Donation #1: Sport 'n' Charity

Sport 'n' Charit is a younger Danish organization, who helps children with cancer back to living a normal life. Their story goes back to 2022 when founders, Frederik Weisz and Martin Albeck-Stender came across a study showing how children with cancer can benefit from sports and exercising to minimize the risks of further disease, handicaps and late sequelae. They immediately went to work and today the organization is approved and operating. And with only two years active they already have some impressive results.

#### Donation #2: Chance to Change Foundation

The Chance to Change Foundation is based in Kiev and focuses on Ukrainian children's mental health, and they teach children to smile and believe in themselves. Their support goes to children who have grown up without their parents and to Ukrainians who have gotten their homes destroyed in the war. Psychology is central in their program, and it is a part of everything they do, when Chance to Change and their psychologists help children overcome mental struggles – to heal and get stronger for the future.

#### Donation #3: Børns Vilkår (children's conditions)









Børns Vilkår is a Danish organization widely known here for their long-running work for children. Since 1977 this organization has fought to stop the neglect of children – and to secure every child's right to a safe childhood. Central in their work is BørneTelefonen (Child Helpline), which is an institution that has thousands of conversations with children about the most difficult things in life. Things they cannot share with others. The Child Helpline and Børns Vilkår have helped uncountably many children fighting through insecurity and neglect – and they have saved lives.

#### Donation #4: Right to Play









Right to Play is an organization fighting for the children of the World: For more than 25 years, Right To Play has made a profound difference for children living in the most difficult and dangerous areas of the World. The organization helps children getting their education, and how to avoid diseases and to resist exploitation and abuse. They also help children heal from the horrors of war and abuse. It was a journey to Eritrea in 1994 which led Norwegian speed skater, Johan Olav Koss, to found Right to Play, and here 25 years after the organization has reached millions of children in more than 14 countries.



## BELOW IS AN OVERVIEW OF NEW 2023 INITIATIVES AND RECURRING ACTIVITIES.

|   | 3 GOOD HEALTH AND WELL-BEING<br> | 5 GENDER EQUALITY<br> | 8 DECENT WORK AND ECONOMIC GROWTH<br> | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE<br> | 10 REDUCED INEQUALITIES<br> | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION<br> | 13 CLIMATE ACTION<br> | 16 PEACE, JUSTICE AND STRONG INSTITUTIONS<br> |
|---|--|--|--|--|--|--|--|--|
| Meaningfulness Survey                             | X  |  |  |  |  |  |  |  |
| Cultural Constitution                             | X  |  |  |  |  |  |  |  |
| Run for a Purpose                                 | X  |  |  |  |  |  |  |  |
| Cycling4Cancer                                    | X  |  |  |  |  |  |  |  |
| Healthy Diet for Employees                        | X  |  |  |  |  |  |  |  |
| Sponsorship of Local Associations                 | X  |  |  |  |  |  |  |  |
| Supporting Tech Education for Women               |  | X  |  |  |  |  |  |  |
| Partnership with Special Minds                    |  |  | X  |  |  |  |  |  |
| Supplier Code of Conduct                          |  |  | X  |  |  | X  |  | X  |
| Cyber Security Focus                              |  |  |  | X  |  |  |  |  |
| AI Competencies                                   |  |  |  | X  |  |  |  |  |
| Supporting Children in Need                       |  |  |  |  | X  |  |  |  |
| Global ITAD Services (IT Reuse & Recycle Program) |  |  |  |  |  | X  |  |  |
| Collection of used IT in the city of Ballerup     |  |  |  |  |  | X  |  |  |
| Collection of used IT from employees              |  |  |  |  |  | X  |  |  |
| IT Carbon Reports                                 |  |  |  |  |  | X  |  |  |
| Print Cartridge Recycle Program                   |  |  |  |  |  | X  |  |  |

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|  | 3 GOOD HEALTH AND WELL-BEING<br> | 5 GENDER EQUALITY<br> | 8 DECENT WORK AND ECONOMIC GROWTH<br> | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE<br> | 10 REDUCED INEQUALITIES<br> | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION<br> | 13 CLIMATE ACTION<br> | 16 PEACE, JUSTICE AND STRONG INSTITUTIONS<br> |
|--|--|--|--|--|--|--|--|--|
| Increasing Number of Electric Company Cars             |  |  |  |  |  | X  |  |  |
| Optimizing Warehouse Waste and Packaging               |  |  |  |  |  | X  |  |  |
| Smarter and Better Lighting                            |  |  |  |  |  | X  |  |  |
| Use of Renewable Energy                                |  |  |  |  |  | X  | X  |  |
| Sustainability Certifications & Awards                 |  |  |  |  |  | X  | X  |  |
| Danish IT Industry's Policy Board for Green Transition |  |  |  |  |  | X  | X  |  |
| The Green IT Forum for customers (experience-sharing)  |  |  |  |  |  | X  | X  |  |
| Science-based Targets initiative (SBTi)                |  |  |  |  |  |  | X  |  |
| CO2 Compensation for Business Travel                   |  |  |  |  |  |  | X  |  |
| CO2 Compensation for Employee Workspaces               |  |  |  |  |  |  | X  |  |
| CO2 Compensation for Goods Transportation              |  |  |  |  |  |  | X  |  |
| HP BrainWalk Challenge                                 |  |  |  |  |  |  | X  |  |
| World Cleanup Day                                      |  |  |  |  |  |  | X  |  |
| Anti-Corruption Compliance and Certification           |  |  |  |  |  |  |  | X  |

## Thank You

As we conclude this year's Communications on Progress Report, we would like to extend our gratitude to everyone who has contributed to our progress. Our achievements in sustainability are the result of collective effort, passion, dedication and continuous expectations from our employees, customers, partners, communities, and other stakeholders. Together, we continuously make meaningful strides towards a more sustainable future.

We are inspired by the commitment and resilience of all those who are working alongside us, and we remain excited for the opportunities and challenges that lie ahead. Your continued support is vital in driving positive change, and we look forward to advancing our sustainability goals together in the coming years.

Thank you for being a part of our journey.

We would also like to thank the following photographers on [Unsplash.com](https://unsplash.com) for the use of their photos in this report:

Bruno Van der Kraan, Aaron Burden, Shane Rounce, Hanna Zhyhar, Knut Robinson, Markus Spiske, Sigmund, Nathan Dumlao, Nick Fewings and Casey Horner





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