

# Corporate Social Responsibility (CSR) Policy

## *Facility solutions created for and by people who care*

*This policy is valid for the entire ALLIANCE+ group.*

*All employees at ALLIANCE+ must carry out their work properly, within the given timeframe and in accordance with applicable customer agreement and legislation.*

*All employees must comply with the following.*

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At ALLIANCE+ we take responsibility for our actions and our footprints.

The content of our CSR policy can be summarized as follows:

- + ALLIANCE+ runs a company with good ethics
- + ALLIANCE+ satisfies customers' needs and delivers a high quality
- + ALLIANCE+ ensures employee satisfaction and diversity
- + ALLIANCE+ takes social responsibility
- + ALLIANCE+ promotes a sustainable environment

## 1. A company with good ethics

We take our ethical and moral responsibilities seriously and apply them in company decisions. It applies to our employees, customers, subcontractors, and shareholders, but also in relation to the environmental responsibilities.

Regarding ethical conduct, we have the same expectations to employees, subcontractors and customers.

Our DNA: Dedicated, Novel and Ambitious, and our leadership principles: Hands-on, Result-oriented and Energizing, support and contribute to our company ethic.

We keep our promises. In many situations, we work very close to the customers' core business and therefore it is important that the customer has confidence in our delivery.

We distance ourselves from bribery, corruption, fraud and similar misconduct and any illegal behavior. We do not allow any kind of cartel or abuse of market dominance, and we have in all parts of the business an adequate and unlimited competition in procurement, negotiations, and acquisitions.

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## 2. Satisfies customers' needs and deliver a high quality

It is essential for ALLIANCE+ that our service deliveries comply with our customer agreements and expectations. Trust and partnership are important. To ensure this we conduct a customer satisfaction survey at least once a year. Furthermore, we have described our workflows to support a high quality in the delivery. We cooperate with our suppliers regarding new products and working methods that can improve and streamline our service delivery. A large part of the company is certified in accordance to the ISO 9001 standard. Finally, an important parameter for delivering a high quality is service-minded employees who thrive.

## 3. Employee development and diversity

In ALLIANCE+, we care about our employees - the employees are our most important resource. We focus on work safety, ergonomics, chemical handling and employee development for those who can and will. We measure employee satisfaction every year, and all our employees are trained in minimizing occupational injuries through ergonomic appropriate workflows and appropriate ways of handling chemicals.

In ALLIANCE+, we have no tolerance of bullying and harassment. We respect each other and recognize each other as colleagues.

We want to promote diversity to increase the possibilities of new ideas, perspectives and working methods within the company.

Our perspective of workforce diversity is that it consists of similarities and differences among employees in terms of gender, age, ethnical and cultural background, religion, physical abilities and disabilities, and sexual orientation. Workforce diversity is also made up by experiences, life style, educational background, values and family situation.

We distance ourselves from child labor. No employees are under 18 years and we only buy goods from suppliers who can document that they don't use child labor.

## 4. Social responsibility

At ALLIANCE+, 2/3 of our organization are of another ethnicity than Danish, Swedish or Norwegian. We consider it as our responsibility to contribute to a successful integration. We want to help with both practical and personal challenges that the employee may have.

At ALLIANCE+, we want to support a comprehensive labor market. We frequently hire employees with reduced work abilities and we appreciate to hire student assistants and trainees. We are committed to help these people get a good start to a career.

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## 5. A sustainable environment

At ALLIANCE+, we want to reduce our resource footprint when it comes to CO<sub>2</sub>, water and chemicals. These are three areas where the employees can make a difference every day. We protect our surroundings from any negative environmental impact that our business activities may cause. We comply with all applicable laws and regulations. The chemicals we use on a day to day basis are not categorized as hazardous to the environment. We follow up on our environmental challenges, so we can improve our efforts. In supporting this work and documenting our effort a large part of the company is certified with the Nordic Eco-label and in accordance to the ISO 14001 standard.

We cooperate with our customers and service partners to find the best sustainable workflows and products, which at the same time ensure a safe delivery in high quality to the customers.

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