



PRESSALIT®



**COMMUNICATION**  
ON PROGRESS  
**2019**



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## CEO STATEMENT

Welcome to Pressalit's annual Communication on Progress report of 2019. I am proud that we, once again, can show progress in our work supporting the United Nations' Global Compact and renew our obligation towards creating a better world for everyone.

At Pressalit, we are continuously engaged in the area of environmental protection, human rights, responsible labour practices and prevention of corruption. Working with Corporate Social Responsibility and sustainability is an integrated part of our Pressalit DNA as we have worked with developing a responsible and sustainable company for more than half a century; and therefore it is natural for us to continue this journey. And that is exactly what we are on; a journey. We know, we are not there yet but we are on the way – and why stop halfway?

In the year 2019, we have taken even more steps in the right direction. Among other things, we have been working more on reducing waste throughout our supply chain.

We have continued to take responsibility for compliance with our code of conduct throughout our entire value chain by conducting supplier audits; an important initiative to ensure that everyone we work with supports the United Nations' Global Compact and our code of conduct.

At Pressalit, we will continue to work with sustainability across all levels of our organization. We are determined to keep demonstrating how companies play a crucial role, not only financially but also in terms of sustainability, in creating a better and more sustainable tomorrow – and to advocate others to do so too. In line with what John F. Kennedy said in 1961, Pressalit wants to inspire people both internally and externally to think: “ask not what the world can do for you – ask what you can do for the world”. #TellEveryone

Kim Boyter  
CEO, Pressalit A/S





# DID WE REACH OUR 2019 GOALS

## 1. Optimise the product lifecycle in our value chain in order to promote a cradle to cradle perspective in our product development on a long term.

We focus on the Product Life Cycle when implementing product improvements and changes. Therefore, the Life Cycle Perspective has been implemented to be a standard element when planning product changes. This means that the impact of the changes on the life cycle of the product is always taken into account when we develop new products. Hence, we always consider the use of sustainable materials. Additionally, we have updated our Business Case Template to include a section about the considerations of Life Cycle Perspective and sustainability.

## 2. Maintain a level of at least 6 % of employees on special terms.

In 2019, the level of employees employed on special terms was 6,4 percent.

## 3. Maintain the high score in our annual PULSE-survey.

In 2019, the score of Satisfaction & Motivation is 81 in the PULSE-survey and Opportunities & Barriers is 77. See more on page 9.

## 4. Decrease the diffusion of satisfaction within the PULSE-survey.

In 2019, only 10 % of the score was under 75 on both Loyalty and Satisfaction & Motivation, which means that the diffusion has decreased. See more on page 9.

## 5. Reduce the amount of waste from our production.

In 2019, we have taken more initiatives to reduce the amount of production waste. See more on page 17

## 6. Activate our UNICEF-partnership in marketing campaigns and internally with at least 4 activities throughout the year.

In 2019 we have made the following activities throughout the year:

- In March, we held a co-creation workshop with representatives from UNICEF and Pressalit Sales and Marketing to find possible ways of implementing and thereby derive value from the partnership in relation to Sales and Marketing.

- At our International Sales Summit in June 2019, the participants (Pressalit-employees and distributors) participated in a collaborative event with UNICEF on activating our work with the SDG's further.
- In the beginning of September, we participated in the annual UNICEF Cup with the purpose of collecting money for tetanus vaccines for children all over the world.
- As a part of our Leadership Network in September, all managers visited the UN-city in Copenhagen to learn more about personality profiles and our partnership with UNICEF.
- We participated in World Children's Day at the UN-city in Copenhagen and celebrated the 30th anniversary of the Convention on the Rights of the Children.

## 7. Actively advocate for the SDGs and our work with them internally and externally with at least 7 initiatives throughout the year.

In 2019, we have worked with the SDGs through a number of activities beside the initiatives mentioned in this report. These include i.e.;

- Christmas dinner for homeless people in Aarhus. SDG #2
- Education of blue collar employees. SDG #4
- Cooperation with Studenterhus Aarhus on teaching an international student Danish. SDG #4
- Sponsor of Rare Disease Day in Aarhus. SDG #10
- Own production of honey. SDG #2, #13, #15
- World's Best Morning SDG #13, #17

## 8. Increase the focus on sustainability in our facility services, particularly with a focus on reduction of food waste and an increase in climate-friendly food in our canteen.

In 2019, we focused on maintaining a sustainable approach in our facility services by i.e. making it possible for the employees to bring home leftover food from the lunch buffet every day and not just on Fridays.

See more on page 16.

## 9. Work actively with Pressalit's internal diversity spectrum to increase tolerance and understanding

In 2019, we have worked with our internal diversity spectrum by choosing two parameters to focus particularly on: Interns and age. See more on page 7.



# INTRODUCTION

Corporate Social Responsibility (CSR) is a pivotal for the Pressalit culture, and it has been since our beginning. At Pressalit, we take our co-responsibility seriously and we care about contributing both locally and globally. Both our company culture and business approach are deeply rooted in the belief that we as a company have an important responsibility of leaving a positive impact, socially as well as environmentally. This involves activities and collaborations between Pressalit, our surrounding society, NGOs, as well as national and international institutions and organisations.

Pressalit's commitment to the UN's global corporate sustainability initiative was manifested in 2002, as the ten principles of the UN Global Compact was integrated into our Code of Conduct. Taking shape as internal ethical rules for all employees to know and to work with. We continuously review our work with the principles to ensure that we are up to date.

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<b>DIVERSITY</b>	We find <b>strength</b> through diversity. We strive to reflect a <b>global</b> society and are therefore attentive to <b>diversity</b> in terms of ethnicity, educational background, gender, religion, sexuality, age and ability to work.
<b>HUMAN RIGHTS</b>	We <b>act</b> in observance of human rights and <b>require</b> the same of our partners. We refuse to accept child labour or forced labour. We also recognise the <b>rights</b> of labourers.
<b>ANTI-CORRUPTION</b>	We act in an <b>ethically</b> responsible manner by listening with our minds and our <b>hearts</b> . We avoid all forms of corruption and bribery, including financial exploitation, gifts and unethical agreements.
<b>ENVIRONMENTAL CARE</b>	We <b>take</b> a practical approach to operating a business and wish to provide <b>future</b> generations with good environmental conditions. We are aware of the environment – both internally and externally. <b>We</b> believe in the connection between a <b>better</b> environment and a higher level of motivation.
<b>COMPLIANCE WITH LAW</b>	We <b>see</b> national legislation as a set of minimum requirements and <b>aim</b> to do more where possible.

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Our sustainability ambition was extended further than before in 2016, when we adopted the UN Sustainable Development Goals (SDG). In particular, Pressalit focuses on three SDGs, which are specifically relevant to our core business:

**#4 Quality Education, #6 Clean Water and Sanitation, and #12 Responsible Consumption and Production.**

This Communication on Progress report accounts for Pressalit's sustainable initiatives and activities, which were implemented in 2019. Overall, the report comprises our work with CSR in relation to the ten principles of the UN's Global Compact and the UN Sustainable Development Goals (SDG).

Under three headings we will present our sustainable progress throughout 2019.

## PEOPLE • ENVIRONMENT • SOCIETY

Included under these headings are our work with the ten principles. In relation to our Code of Conduct, People reflects both diversity and human rights initiatives. People are an essential part of Pressalit's spirit, and have been for 65 years.

Environmentally, Pressalit wants to leave a positive impact on the world for the next generations, as we believe we have a responsibility to minimize our impact on the environment and climate. Therefore, we take a practical approach to operating a business, and are aware of the environment both internally and externally.

Not alone does Pressalit take a particular interest in the local community but also in the society and as Pressalit has grown and expanded beyond the Danish border, so has our local community. We therefore have a certain responsibility to act ethically and in compliance with the law. Consequently, we are demanding our suppliers and other stakeholders also to comply with these principles.

More information on this topic under Appendix 1: Global Compact Compliance 2019



# COMPANY PROFILE #WeArePressalit

Pressalit is a privately owned Danish Ltd. Company formally owned by Pressalit Holding, which has been owned by the Boyter family for three generations.

Since the beginning in 1954, Pressalit has been designing and producing toilet seats of the highest quality. Since 1975, Pressalit has also been developing accessible bathrooms and height-adjustable kitchens for people with reduced mobility. Today we design, develop, produce and sell products in the following product categories:

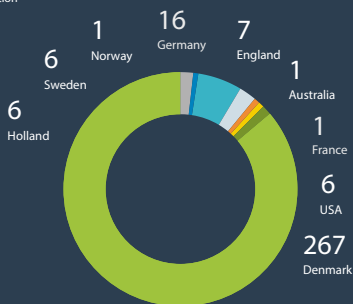
- Toilet seats
- Bathroom accessories
- Accessible bathrooms
- Shower and Changing tables
- Daycare changing tables
- Height adjustable kitchens

Pressalit's production is placed in Ry, Denmark, where the company headquarter is located as well. We want to stay local but global; While our roots are deeply planted in Ry and our local society, Pressalit is a global company with offices in eight countries around the world. We export approximately 80 % of our products, and operate in 45 international markets across the world.

At Pressalit, we aspire to create value for both our customers, employees and our surrounding community. Corporate social responsibility is an embedded part of the Pressalit DNA. The Pressalit we are today builds on a long tradition for decency and responsibility which started long before the term CSR was even introduced. This tradition is a natural gathering point for our culture and values which we experience that both managers and employees cherish. We are therefore proud and thankful to take part in the journey towards a better and more sustainable world.

## Workforce

Location



Offices in **8 countries** around the world and represented in **45 countries**



24/7 production



120 different choices of high quality functional design

## We care about our community

We work actively with the UN Global Goals



THE GLOBAL GOALS For Sustainable Development

We support sanitation for children globally



unicef

We support of Danish athletes with a disability



PARASPORT DANMARK



We have approximately 300 employees 150 workers are supported by 40 robots

We produce

5,800

toiletseats per day



Designed and produced in Denmark since 1954



#WeArePressalit



# WHO ARE THE PEOPLE OF PRESSALIT?

Pressalit is a place with a diverse workforce – and we have been so for a long time. We believe that diversity strengthens our business, as a diverse group of employees contributes to an ever-evolving and innovative culture. Therefore, we are open to attracting, retaining, and developing a wide spectrum of employees so Pressalit reflects the global society in which we operate. Our four shared values – We Listen, We Give, We Play, We Act - are the basis for our vivid culture and make room for diversity as well.

In 2019, our top management team chose two parameters that we had a special focus on during the year in order to secure our future. These parameters include:

- Age, as we consider all life stages to have their own strengths, and
- Interns, as we want to contribute to learning and to providing new experiences in return of fresh ideas as a part of our profound focus on global goal #4 Quality Education and our value We Give.

## SPECTRUM OF DIVERSITY

In addition to Global Compact's focus on human rights, we have added a dimension by implementing a diversity spectrum divided into eleven parameters that represent the different areas in which Pressalit actively works to ensure diversity.

*"We wish to ensure an organization with many different generations represented to balance new inputs and experience, to embrace new ways of working whilst acknowledging the way our stakeholders work plus ensuring a smooth transition of knowledge within our organization."*

Mette Dyhl Prola, Chief Marketing Officer



**78%**

feel we are open to all sexual orientations

Sexuality

**84%**

feel they can be themselves

Personality

**82%**

feel we are open to all religious beliefs

Religion

**87%**

answer that we represent different educations

Educational background

11

Social interns

0 special internships

Special internship

7

Vocational students

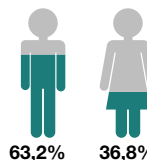
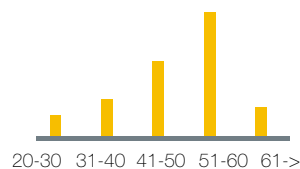
12

Interns

**6,4%**

are employed on special terms

Ability to work



**61%**

answer that we represent different ethnicities

Ethnicity



# HUMANS OF PRESSALIT

Meet a couple of the humans of Pressalit here.

## TIM KNOWLES

Tim is Sales Manager and he has the responsibility for all activities in Australia & New Zealand relating to all of our business areas.



*"I'm a one-man band based in Sydney, looking after Australia & New Zealand, with a big team behind me at Pressalit HQ in Denmark. A typical day at the office, if there is such a thing, is predominantly spent talking to architects and interior designers. A lot of things that we do are truly unique, niche. We are a fantastic global brand blended with brilliant people. For me, my colleagues and company culture make the work environment somewhere that you want to stay. I am as passionate about what I do now, as I was when I first started many decades ago. There is so much variability in my main role as Sales Manager, I get involved in many other business elements on behalf of Pressalit, which gives me new things to learn - It excites me."*

*"I applied for a lot of different internships, because I wanted to make sure to find a place to intern. Nevertheless, I did have a top three list over the companies where I really wanted to go – and Pressalit was one of them. I liked the job ad because it was about supply chain and optimization of quality, which I find really interesting. So, when I got the offer of doing my internship here I said yes without hesitating. On the days where I know that I am starting on a new task or that I have an interesting meeting, I look even more forward to get to work and to see what the day will bring."*

## JESPER HAUGAARD

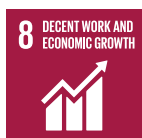
Jesper is an Operator and a part of the production of kitchen units.



*"We make the adjustable height units for kitchens. It is a huge area of expertise and there is a lot to learn because it is very complicated. I like that it is kind of challenging. I want to feel like what I do is interesting. The process of getting to know the things you do to the bone – as I do after 15 years – is a pleasure. When you are on the top of the wave where everything is going well, you have all the small pieces, and nothing is missing – if there are even some great tunes on the radio – that is just the best feeling and everything comes together."*

## SARA LUNØ

Sara is an intern in the production of toilet seats. She is studying Value Chain Management and for a semester, she is doing an internship at Pressalit to gain hands-on experience to complement the theory she has obtained through her education.







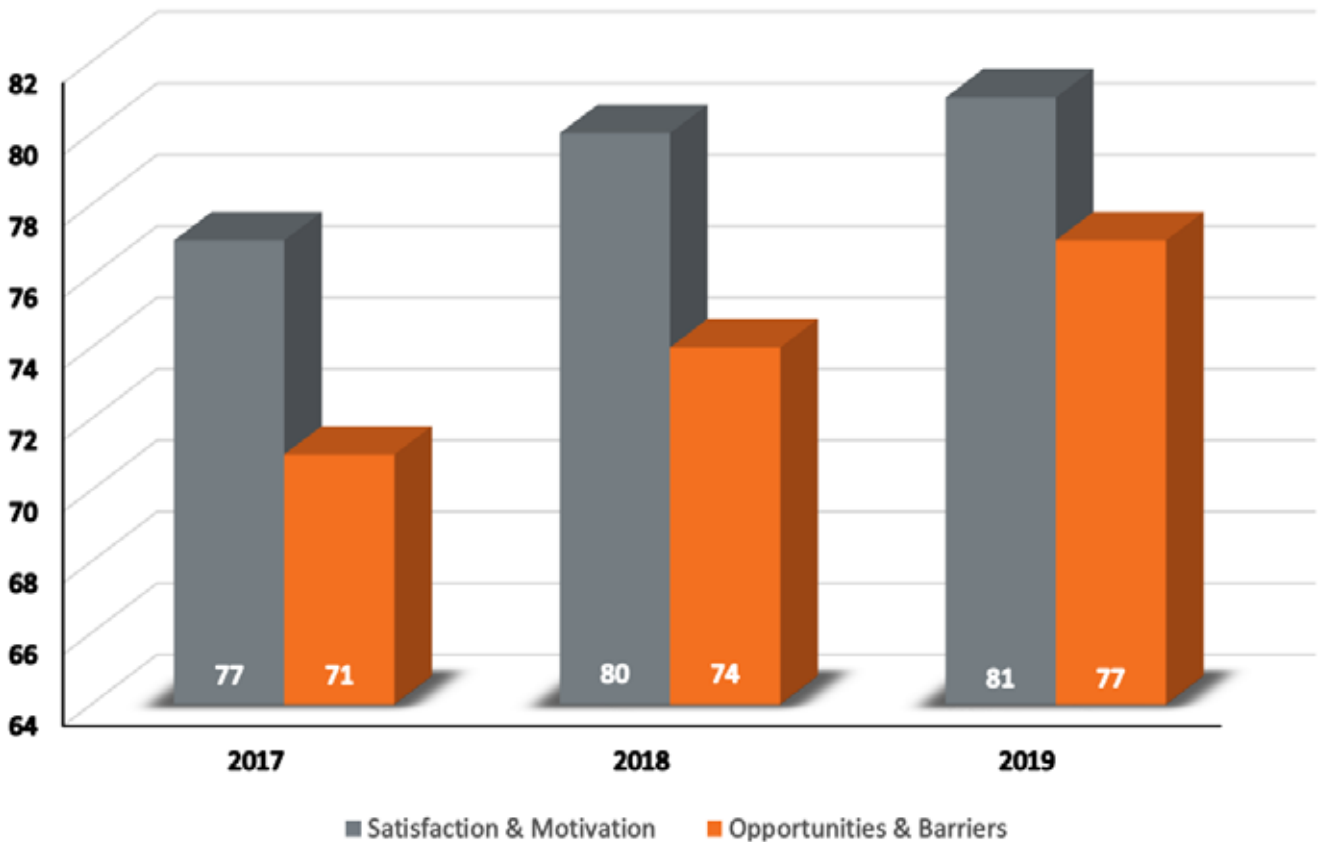
# THE PULSE OF PRESSALIT

The PULSE-survey is an extensive annual employee-satisfaction survey. The intention of the PULSE survey is to give an insight of the organisation's pulse, metaphorically speaking. The objective is to measure our employees' commitment and motivation and to ensure that they have a say in terms of our work structures and company culture. Furthermore, it enables Pressalit to benchmark our employees' work satisfaction and to identify areas for possible improvements.

Among other things, the survey measures the employees' "Will vs. Can Ability", which concerns whether employees are satisfied with and motivated in their jobs, and whether they have the necessary competencies and opportunities to carry out their tasks. This year 89.6 % of our employees answered the questionnaire in the PULSE-survey. All questions are graded from 1 to 10, where 10 is the best and 1 is the worst score.

A goal for the 2019 PULSE-survey was to maintain a high score and to decrease the diffusion of satisfaction within the survey. The diagram below shows the development in the PULSE-score over the last three years. It shows us how the score not only has maintained a high level but also has increased. Furthermore, the diffusion of satisfaction within the survey has decreased by 5 percentage points. As there is only 10 % of our employees, who have a score that is below 75 in both Loyalty and Satisfaction & Motivation.

In general, we have improved on all of the factors that we are measuring in the survey. We are proud to be able to improve these positive results already. As our general score in the PULSE-survey is now this high, we aim to maintain this level for the 2020-survey.





# EDUCATING IN FAVOUR OF PRESSALIT AND THE INDIVIDUAL

## FROM UNSKILLED WORKER TO SKILLED INDUSTRIAL OPERATOR

As a part of the IGU-project, Ulf Sørensen is training to become a skilled Industrial Operator. Becoming a more skilled worker is certainly the incentive for Ulf and the other participants. Influence is a strong motivational factor:

*“My employer shows respect for my work, I really feel that, but I also hope that I will gain more influence when I’m a skilled Industrial Operator. On new procedures and finding better solutions for instance. Whatever is beneficial for the company is beneficial for me. A good result makes me happy too, especially if I have had a say in the matter.”*

It is a win-win situation to upgrade good employees.

## WITH AN INTEGRATIONAL PERSPECTIVE

The project is not just about training unskilled workers; it has an integrational aspect as well. The IGU project is about a refugee and an unskilled employee sharing a job and taking turns going to school. This means that they both, after 18 months, will have a certificate of education. It has already shown that we are able to recruit and integrate competent refugees and at the same time raise the skills of unskilled workers to skilled workers.



*“Both educational, employment, and integrational political perspectives are something that we have at heart because we are a company, where performance and responsibility go hand in hand.”*

Kim Boyter, CEO



# ENSURING WELL-BEING AND GOOD HEALTH

## EXERCISING FOR A BETTER WORK ENVIRONMENT

The employees in the goods reception are exercising on a daily basis for a better work environment. They are doing exercises for their backs and shoulders with elastic bands at the whiteboard meetings to keep themselves fit and free of injuries. They have done this for a couple of years now.

Finn Andersen, who devotedly makes his exercises, says: *“One of the reasons that we have been able to continue doing our exercises is that we do them at the same time as the whiteboard meeting, which is always part of our routine. Therefore, it is easier to remember to do the exercises.”*

One of the great advantages of the daily exercises is that no shoulder injuries have been recorded since they started exercising. Furthermore, the participants have less back pains, because they use their muscles in a different way than they would do without the exercises.

The participating employees agree that it is a good way to get some extra workout done. Additionally, it is a way to socialize with your colleagues and even laugh with – and sometimes of – each other.

Therefore, more elastic bands have been purchased, so that all employees now have the opportunity to do some exercising.





# REPLACING THEORY WITH PRACTICE

During 2019, Pressalit had the pleasure of educating and working with 12 interns, in total. The interns come from various educational backgrounds. The fields span from marketing and communications to engineering and supply chain management.

The interns do not only obtain plenty of hands-on experience, they also experience a steep learning curve and have lots of responsibility alongside a new social and professional network.

As the interns come from different academic fields and institutions, it enables them to contribute with various interesting perspectives, and the latest knowledge from their field. Therefore, it is a win-win situation; We contribute to learning and new experiences, and in return Pressalit receives fresh ideas.






## HEALTHY AND TASTY

The lunch at Pressalit is served every day, along with a smile from the kitchen staff. The food is not just homemade and tasty; it is also healthy.

The buffet differs every day and it always serves a hot dish of the day, a salad bar, and different kinds of cold meat and cheese. So, the kitchen attempts to meet the dietary recommendations from 'Sundhedsstyrelsen' (red. the Danish health board).

This means that there are plenty of vegetables to find on the buffet as well as fish on a daily basis. Once a week, you can also find fish and a vegetarian dish as the main dish of the day. Homemade, tasty and healthy are key words describing our lunch at Pressalit.



WE SUPPORT



# BUILDING BRIDGES AND ADVOCATING FOR THE SDGs

In the early summer of 2019, more specifically from the 18th to the 20th of June, Pressalit invited all international colleagues and large distributors to an international Sales Summit at Pressalit’s headquarters in Ry, Denmark. At the Sales Summit, the goal was to build new and strengthen existing partnerships and relations with the participants. Between social events, Pressalit had made an agenda filled with professional activities with the purpose of sharing knowledge and know-how. Professional presentations, workshops and company visits were part of the Summit, which the participants were very satisfied with.

## WE HAND OUT KNOWLEDGE

In general, Pressalit spends a lot of resources on quality education and we gladly share our knowledge; this was also the case at the Sales Summit. We created the conditions for networking and teamworking between distributors. Sales techniques were shared and partnerships were born.

## SUSTAINABILITY ON THE AGENDA

Advocating for the SDGs was one of our goals for 2019. We did this actively during the Sales Summit. Through presentations and workshops, we shared our knowledge and experiences with the SDGs and our work with them as inspiration for the participants. This is part of a greater ambition where we want to **#TellEveryone**. We know, we cannot fulfil the goals by ourselves but we know, we can do it together – and we are actively working on making the “together feeling” stronger to reach the goal.

*“We strongly believe, that when we advocate for – and enter – partnerships, there is no limit as to what we can achieve. Therefore, partnering up with our international colleagues and distributors to discuss ways to work with the Global Goals was an exhilarating experience that not only strengthens our bond but also our faith in a better world.”*

Mette Dyhl Prola, Chief Marketing Officer, Pressalit A/S.







# KEEPING THE FACILITY SERVICES SUSTAINABLE

Both in our Canteen and in Cleaning, we focus on initiatives that help us become more sustainable.

The staff in our Canteen is doing sustainable actions daily. This is for instance reducing food waste by focusing on using all of the products and especially the vegetables, which are organic.

This means that the vegetables and fruits are washed instead of peeled, which results in less waste of the vegetable. Furthermore, the food is reused in other dishes. For instance they make croutons and rye bread fries out of leftover-bread. To further prevent good food from being thrown out, employees can bring home leftover food from the lunch buffet every day if they want to.



In Cleaning, we aim to economize by being aware of the dosage of the use of cleaning products. Furthermore, we are now using a system that reduces water in Cleaning because of the use of mops and microfiber cloths. Finally, we sort the waste to make sure that recyclable waste will be reused.







# PRODUCTION SHORT STORIES

## MINIMIZING WASTE IN OUR PRODUCTION

Minimizing waste in our production has been a large area of focus in 2019. In our toilet seat production, we have made changes using hydraulics which has decreased the amount of excess material in the pressing process considerably; now the amount of excess material is almost non-existent.

## QUALITY MEETINGS REDUCE WASTE

Four times each week, our Product Development team, our Production team and our Senior Production Specialist meet to discuss quality in the production. These meetings have led to reduction in the amount of withdrawn products and thereby waste in general. Due to these meetings, work instructions have been improved and entrance control of our brackets have become an integrated part of our quality control; and due to this, higher quality and less waste have become a reality.

## SUSTAINABLE PACKAGING

Our packaging is FSC-certified because we care about our environment and the climate. 71% of our packaging is made from recycled materials. In 2019, we have started defining a packaging project in which sustainability is also a key area. The project is planned to start out in 2020.

## REDUCTION OF HARMFUL SUBSTANCES AND OIL ON BRACKETS

We have optimized the processes around our brackets. Because our brackets are now so clean and free of oil and heavy metals, we have a realistic ambition about closing down our sewage treatment plant. This does not only increase productivity, it also increases our positive impact on the environment and the community, which we are a part of.

These small stories are all part of a greater story: we are on a journey towards a better and more sustainable future. Our ambitions are high and we will keep working until we reach them. In our production alone, 2019 was a year where many initiatives were taken to move us into the right direction.





# RESPONSIBILITY DOWN THE LINE

We do not only comply with the 10 principles of United Nations' Global Compact; we make sure that our suppliers do so as well. First of all, all our suppliers are subject to our Code of Conduct and its underlying terms – they simply must comply with it. Second, we do supplier audits several times each year to ensure that our suppliers keep their promise to act in accordance with our Code of Conduct and the United Nations' Global Compact.

The supplier audits are a high priority activity at Pressalit. Our two educated auditors do an average of approximately 20 audits a year around the world to check up on the conditions on terms of human rights, labour rights, environment and anti-corruption at our suppliers.

*"Suppliers must adhere to our Code of Conduct. They need to know that we demand compliance with United Nations' Global Compact and our Code of Conduct in any link in our supply chain"*

Jan Mortensen, Senior Production Specialist, Pressalit A/S

## HUMAN RIGHTS AND LABOUR RIGHTS

One of the focus areas include ensuring human rights and labour rights. Our auditors examine the employees' working hours and their working conditions in general. Among other things, they look at work safety and the policies conducted within this area, the length and number of breaks during a working day, the general atmosphere at the workplace and the employees' seniority. They also look at the diversity in the workforce and the age of employees to make sure we are not practising child labour. They observe and do not hesitate to make direct contact to the employees to form the overall picture of the supplier as a workplace and to ensure that the supplier comply with the 6 principles within human rights and labour rights.

## ENVIRONMENT AND ANTI-CORRUPTION

The other focus area includes an investigation of the environmental impact and ensuring that our suppliers counteract all kinds of corruption. The suppliers must have rules in place regarding quality control as well as environmental policies that they must act in accordance with. Our auditors ask for and see documentation of how this is done; for example, on what the suppliers do with waste and wastewater.

In relation to anticorruption, this is not only a focus area at supplier audits; internally we have a clear and thorough system over transaction. Transactions are being checked and controlled in several departments to make sure we have control over where each penny goes.

## WE TAKE ACTION

Action speaks louder than words and therefore it is important for Pressalit to take action towards our suppliers if they do not comply with our Code of Conduct or the 10 Global Compact principles. If our auditors find something to improve, they usually make an action plan with the supplier. These action plans are created as a help for the supplier – and our auditors see the differences they result in, when they revisit.

Pressalit has stopped cooperating with suppliers after supplier audits; we take actions and it has consequences if our suppliers do not act in accordance with our Code of Conduct or United Nations' Global Compact principles.







# PARTNERING WITH UNICEF

Our partnership with UNICEF means that we have been visiting the UN City in Copenhagen a couple of times throughout 2019. Both for our internal Leadership Network in September and as guests at World Children’s Day in November, where the 30th anniversary of the Convention on the Rights of the Child was celebrated. As mentioned in the chapter about our 2019-goals, we have organized activities related to our partnership with UNICEF, such as UNICEF Cup.

We invited customers and colleagues to spend the day in the name of team spirit and to support UNICEF’s work with charity. In addition, we invited our colleagues to bring along their families to make a day of it.

The tournament was hosted by Denmark’s Most Charitable Football Team in collaboration with UNICEF. Together with everyone participating, we raised money for more than 500.000 tetanus vaccines for children all over the world.

### FOOTBALL IN THE NAME OF CHARITY

In order to support the good cause of raising money for tetanus vaccines for children all over the world, Pressalit participated in UNICEF Cup 2019 on Saturday the 7th of September 2019.





# CHANGING PLACES – CHANGING LIVES

The Changing Places Consortium was established in 2005 calling for Changing Places toilets to be installed in all big public places. Due to the lack of accessibility in standard accessible toilets or ‘disabled toilets’, many people with disabilities are limited from taking part in everyday activities that take place in public spaces. According to a study made by Professor James Hogg from the University in Dundee, there are 1/4 million people – in the UK alone – who do not have access to toilet facilities in public that meet their needs. Changing Places toilets fit the needs of people with profound and multiple learning disabilities or other physical disabilities because they provide more space and better facilities and equipment; space, facilities and equipment that are not only nice to have but crucial to meet the needs of these people and to make them feel included in general. Without Changing Places toilets, the person with a disability is put at risk.

Without access to toilet facilities in public, millions of people around the world are being excluded from society. Going out is either impossible or unworthy for these people as they are forced to getting their diapers changed on wet toilet floors or in the back of the car in public parking lots.

## PRESSALIT AND CHANGING PLACES

Pressalit believes that everyone has the right to a life without restrictions. Therefore, accessibility and freedom are some of the most important keywords for our business. Our long-standing experience and focus on quality means that we can now call ourselves experts in providing solutions for Changing Places toilets at an international level.

We are proud to call ourselves a leader in accessible bathroom solutions and aids used on the ever-increasing number of Changing Places toilets around the world and we would like to contribute to the creation of even more. By raising awareness of the Changing Places concept, what it is, why it is important and how it can be established through the use of our products, we hope to be able to do just that.

*In 2019, we launched a section on our international website. The purpose of this section is to advocate for ‘really accessible bathrooms’ with the result of creating more accessibility and even rights to water and sanitation for everyone. This is directly connected to our work with SDG #6*





# PITTSBURGH INTERNATIONAL AIRPORT: A PRESSALIT CASE STORY

Many families, affected by a disability, do not fly long distance – in fact, many do not fly at all. In 2019, Pittsburgh International Airport took a big step toward changing this. The airport established a sensory room for children to relax and calm down before a flight. In addition to this, Pittsburgh International Airport installed a Pressalit adult sized changing table and a height adjustable wash basin in the family rest room next to the sensory room to increase the level of accessibility.

The adult sized changing table at the airport makes it possible for families to travel as the nursing situation – for children and adults with disabilities – does not become an issue. Furthermore, the changing table and the height adjustable wash basin is used by people with temporary disabilities.

Hence, these products are a huge reason why families get the full range of opportunities in life despite any physical or mental challenges. We are proud that our business contributes to reducing inequalities and giving everyone the right to clean water and sanitation as it has been proven at Pittsburgh International Airport and many more places worldwide.

The airport stated that many more people than expected use the changing table and that it makes a great difference to the users as well as other travellers; it simply creates a snowball effect as the flight becomes more relaxed for everyone.



*“It is nice to know that the changing table is there – it is security.”* Sarah Parks, mother of Colby who is diagnosed with autism



*“An adult sized changing table is a game changer.”*  
Patricia McCloud, mother of Jordan who is diagnosed with autism and Intellectual Disability



*“When the right accommodations are not available, I have to always decide on whether to do life or not.”*  
Dr. Josie Badger, diagnosed with congenital myasthenic syndrome





# DONATING CLOTHES FOR A GOOD CAUSE

In the process of working with sustainable consumption, we focus on implementing initiatives intended to reduce waste by recycling and reusing. In April, Pressalit participated in Red Cross' annual campaign "Smid Tøjet" (in English: Drop your clothes). By donating used clothes to a good cause, where other people will be able to get use of it, instead of throwing it out, we add to a more responsible approach to consumption.

During the campaign, which ran for about a week, our employees turned in bags filled with clothes and shoes. It resulted in 50 bags of clothes for the cause – which is quite a good

turnout, considering that we have approximately 250 Danish employees. Thus, the campaign entailed a great amount of commitment.

Some of the clothes were donated to Danish people with difficulties, who struggle to afford clothes. Other clothes were shipped to various locations around the world for people in need.

*"I appreciate that we have the opportunity to help people who need it, and at the same time do something good for the environment – and one's closet at home."*

Line Herlev, HR & Communications Consultant





# PARASPORTS – GETTING READY FOR THE PARALYMPICS IN 2020

Still, the majority of our sponsorship budget is reserved for parasports. And, in 2019 the news still evolve around the Paralympics, which is just around the corner in 2020.

## NEW PERSONAL SPONSORSHIP WITH TAEKWONDO ATHLETE LISA GJESSING

In 2019, Pressalit has entered a new personal sponsorship agreement with para-taekwondo fighter Lisa Kjær Gjessing whose goal is to qualify for and win a gold medal at the Paralympic Games in Tokyo in 2020, when taekwondo will be part of the official Paralympic program for the very first time.



## ROSENMEIER COMPLETES CHAMPION HAT-TRICK

As Peter Rosenmeier in September took home the gold medal in the men's single tournament at the European Para Table Tennis Championships, he completed the champion hat-trick. This means that Rosenmeier has won the three major tournaments – The European Championships, the World Championships, and the Paralympics.







# NO POINT GOING HALFWAY – WE KEEP MOVING FORWARD

As we have explained in this report, Pressalit takes initiative and responsibility. The report has given you an insight into our work to improve the world one step at a time. Sustainability and Corporate Social Responsibility are core elements in our way of thinking and it will continue to be so.

As stated before, we know we are not there yet, but we will keep moving forward until we reach the Global Goals; Pressalit will keep moving forward to make good even better.

A part of our work lies within ensuring that everyone we work with complies with United Nations' Global Compact principles. Also, advocating for the Global Goals is a way for us to inspire others, individuals as well as companies, to work for a better and more sustainable world – and therefore, we will carry on our work to:

**#TellEveryone**



**#WeArePressalit**



# 2020 GOALS

## GOALS FOR OUR EFFORTS IN 2020:

- Implementing an energy-optimisation system in order to track our CO2 emissions with a long-term aim of a CO2 neutral production
- Increasing the cross-organizational involvement in sustainability initiatives in order to root the sustainable mentality thoroughly throughout our organization
- Increasing focus on sustainability by working only with sustainable suppliers; both in terms of human rights and environment
- Integrating recyclability in our products and thereby reducing waste in our production
- Maintaining a level of at least 6% of our employees being hired on special terms
- Maintaining our high number of interns
- Exploring alternative options within transportation for internal use between our HQs two locations with a 4 km distance, for instance green transportation, electric bicycles, reviewing our car policy etc.
- Maintaining the target high score in our annual PULSE-survey (employee satisfaction survey)
- Decreasing the diffusion of satisfaction within the PULSE-survey
- Activating our UNICEF-partnership in marketing campaigns and internally throughout the year
- Actively advocating for the SDGs and our work with them internally and externally with at least 7 initiatives throughout the year
- Increasing the focus on sustainability in our facility services, particularly with a focus on climate-friendly food in our canteen and reducing/eliminating the amount of plastic cups used in the company



## APPENDIX 1:

## GLOBAL COMPACT COMPLIANCE 2019

**HUMAN RIGHTS**

Our supplier contracts include our Code of Conduct and our suppliers commit themselves to work for increased responsibility in the areas within Global Compact, e.g. Human Rights. Through our suppliers, we thus ensure a greater responsibility beyond our own supply chain. We regularly audit our suppliers, also by unannounced audits, in order to ensure compliance with our Code of Conduct. During 2019, we found no deviations from the standards we require of our suppliers in the field of Human Rights.

**ANTI-CORRUPTION**

At Pressalit, good business ethics start with management, and as a company we take responsibility for making sure our managers and employees can make responsible decisions in accordance with our ethic guidelines. All employees and managers are trained in our Code of Conduct as part of their onboarding program. In addition, managers are trained in how to guide and support their employees as best as possible if and when they meet challenges in their line of work that may be in conflict with our Code of Conduct, e.g. in relation to anti-corruption.

As a part of the United Nations initiative Global Compact we act in accordance with the principle: "Businesses should work against corruption in all its form, including extortion and bribery". All our agreements are open and written down. They can therefore be shown, read and understood by colleagues. Where we use products instead of money it is part of an open agreement. Where we have other relations to co-operation partners and/or customers we have a clear argumentation for the choice of that partner. When we are hosts we are aware of the value signal of our generosity and make sure that we keep a fair level of hospitality. We are aware of what invitations we participate in; both who invites and why they invite. The same goes for presents. We are aware of what we receive and why. For example, we register all Christmas presents given to Pressalit and Pressalit's employees with value greater than DKK 500. Pressalit's sponsorships are written down agreements. During 2019, we have had no experiences of violation of our anti-corruption guidelines.

**CLIMATE**

In 2019, Pressalit A/S has mapped our energy consumption and reported this to the authorities in accordance with Danish law requirements. The mappings has formed the basis for identification of areas for improvement to reduce environmental footprint. Furthermore, we have updated its quality and environmental policy. It states the following;

*"Pressalit 's products are developed in cooperation with relevant stakeholders to ensure that the products meet the customers' quality and environmental expectations throughout the product lifecycle. In practice, this means that our quality and environmentally conscious employees focus on efficiency, resource consumption and waste reduction in all processes. Our quality and environmentally conscious employees are passionate about delivering products, where quality is never compromised, while our notably high reliability of delivery is maintained.*

*We meet customers and our own requirements and legislation in our industries. We seek to avoid pollution of all kinds and work to improve our quality and environmental conditions. Therefore, continuous improvements are an important part of the management task at all levels. Our global presence ensures local knowledge and expertise so we can provide fast and efficient customer service, in the form of guidance at all stages of the purchase. The Quality and environmental policy sets out the direction for Pressalit 's work to continuously ensure the realization of our quality and environmental objectives."*

Indirectly, the policy thereby aims to reduce climate effect, however Pressalit A/S does not have a specific climate policy at present.