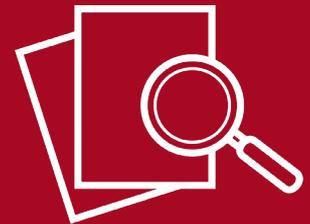


## CEJ property management A/S' CSR policy



CSR policy governs all our activities. In our opinion, CSR covers both consideration for nature and the physical environment as well as the people we meet and who are affected by our work.

We take responsibility for - and respect - our employees, customers, partners, and the surrounding community.

Our CSR goals have been set based on the UN's Global Compact principles and we integrate as many of the principles in our business, as possible, creating economic and social value for customers and their residents, as well as for employees, the company owner and at the same time contributes to a sustainable development of society.

In addition, we want to contribute to the UN's Sustainable Development Goals based on an assessment of which goals we can affect the most in a positive way as a financial company: Good health and well-being, gender equality, decent work and economic growth, responsible consumption and production, and climate action.

We want to show that as an organization we take these climate changes very seriously, and we make sure to reduce the environmental impact of our work as much as possible. It is both about reducing CO2 emissions, reducing the amount of waste and a wide range of other factors that have an impact on the sustainability of our society.

In the latter years, CEJ Property Management A/S has achieved several good CSR results – e.g. in respect to increased recycling and repair inhouse as well as with our customers. But first and foremost, we have made several significant decisions.

## Customers

Our customers are why we do what we do. We treat all customers professionally and with respect of their individual personalities, backgrounds, and needs.

We put great emphasis on meeting customers at eye level and communicating clearly, simply, and respectfully with everyone. We focus on making the complicated simple and understandable and being available when our customers need us.

Our customers can easily get in touch with us, and we also ensure through digital self-service solutions that customers can get a precise, detailed, and clear overview of their



commitment with CEJ around the clock, as well as customer reporting, key figures, leases, revenue, and everything else that customers need to access at short notice. No two customers are alike, and that reflects our approach and solutions. We always tailor our commitments with each of our customers to meet special needs. Customer and resident satisfaction are pristine goals of ours. We aim to give customers and their residents / tenants satisfactory services and advice, and value when they recommend us to others. That is why we continuously / annually evaluate our customers' experience with us. This is done through regular customer surveys. When CEJ develops and purchases digital solutions, we always take the customer, the customer's residents, the employees of CEJ and sustainability into consideration. Digitization must make data processing more secure, as well as more manageable and simpler, in the everyday life of customers, customers' residents and our employees. We continue to focus on the personal contact between our customers, the customer's residents and us, but with digital solutions we want to comply with data protection regulation as well as managing our many customers and their residents' expectations of digital solutions, which means that information can be provided when needed. Digital and self-service solution make it possible to focus on the inquiries that are more complicated. CEJ has continuously digitized every document. This has led us to rethink our document management, processes, intranet, and the way we process personal data. For several years we have been offering customers access to various information regarding their properties via "My CEJ". We have also introduced "BeboerNet", which is targeted at our customers' residents. "BeboerNet" gives the residents access to relevant information about their lease/apartment/home. We have also developed a financial reporting system and provide key financial data for our customers. These services have been intended to provide an overview of the properties' operations. We naturally comply with ethical standards for property administration, which have been prepared by the Administrators Section under The Danish Property Federation. The ethical norms of The Danish Property Federation can be accessed here ([link](#)).

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## Corporate management

At CEJ, we are obligated to comply with national legislation and live up to recommendations on corporate governance, just as we strive to live up to the expectations of the UN Global Compact.

CEJ respects the internationally recognized human rights. CEJ comply with Danish legislation, which incorporates internationally agreed human rights.

CEJ works to maintain and develop an inclusiveness and diversity that counteracts all forms of discrimination based on gender, skin color, national, social, ethnic origin, religion, belief, political opinion, disability, age, and sexual orientation.

Since the founding of the company, we have focused on our diversity policy - women in management positions.

CEJ wants a board composed of the best qualified people. The Board of Directors consists of 3-5 members elected by the general assembly.

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## Climate and Environment

CEJ wants to contribute to the sustainable development of our society in a way that contributes to our business. Therefore, we strive to combine our business goals in terms of climate and environment. We work continuously to improve the sustainability of our work. Accordingly, we regularly set up working groups working together to achieve improved methods, processes, and products, to reduce the impact on the environment, while also providing the best possible service for the customers and their residents / tenants.

CEJ directly affects the climate and the environment through the day-to-day operations of the company and indirectly through our business activities. First and foremost, we prioritize dealing with the climate and the environment in our own operations, as we have the greatest influence here in defining goals and initiating initiatives that both reduce our expenses and affect our environmental footprint in a positive direction.

We visit our customer's properties daily. Our cars are regularly replaced with electric cars equipped with the latest environmentally responsible features and are only used if we do



not use public transport, or the company bikes, we have available. We have conference calls and virtual meetings internally and externally to limit transportation and transportation time. In addition, we have chosen to place our office close to public transport, so that employees can come to and from work without burdening the environment unnecessarily.

Our operators can report from e.g. moving in and out of apartments via their iPad, and without the use of unnecessary amount of paper. Our operators also send orders to our subcontractors to reduce the use of paper as much as possible.

We have also adjusted our own lease to minimizing heat emissions from the lease. Adjustments we have paid for ourselves.

We also prioritize dealing with the climate and the environment in our service and advise regarding the operation of our customers' properties. For example, when we provide technical advice, we recommend solutions with products and materials that focus on the least possible impact on the climate and the environment.

The Technical Department of CEJ is an expert in energy-saving-solutions. Heat loss is one of the largest energy generators in the real estate industry and a problem that not only costs money and comfort but also affects the climate. CEJ's experts therefore e.g. work systematically optimizing the operation of the heating systems.

We regularly cooperate with energy companies so that our customers receive energy subsidies for energy-saving measures. In this way, we collaborate with our customers and external partners to reduce energy consumption, protect our climate, and ensure the residents' comfort.

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## Personal data and quality assurance

As a property manager and employer, we process a large amount of information about our customers, their residents, and our employees. We only carry out lawful processing of the information based on legitimate purposes. We comply with current legislation on the processing of personal data and ensure that the data is stored and processed in such a way that the data subjects' right to privacy is not breached.

At CEJ, we take IT security and good IT practice very seriously. We have purchased IT systems that ensure that customers and their residents' information are deleted when it



is no longer relevant and that unauthorized persons do not have access to the information.

We regularly carry out IT security awareness training of all employees. We have our own compliance audits and have an ISAE 3402 IT audit statement prepared every year.

We have procedures, guidelines and policies that ensure that all our employees know how to process personal data. We continuously check that the procedures, guidelines, and policies are complied with.

We only pass on personal data in accordance with the law and our customers' acceptance, and this is done primarily to partners and our customers' chosen advisers. CEJ does not sell personal data.

Implementation of the Personal Data Protection Regulation (GDPR) and the Personal Data Protection Act was completed in May 2018.

We continue to develop our procedures, guidelines, and policies. All employees have undergone training in the correct handling of personal data and new employees undergo an introductory course, where the correct handling of personal data is a significant part of this course. We regularly carry out targeted GDPR awareness training of all employees.

At CEJ, we have initiated a quality project to ensure that we can be certified if it should become a strategic decision or a business norm to do so.

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## Anti-corruption and bribery

CEJ wants to be part of a professional, proper, and credible business environment. We therefore do not accept corruption and bribery. We assess that the greatest risk of corruption and bribery is in connection with gifts, events involving customers, suppliers, and other partners, as well as in connection with the processing of vacant leases or cooperative housing.

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## Suppliers

CEJ uses suppliers and partners in many situations – e.g. in connection with modernizations, contracts, lunch, and delivery of IT and office supplies. Quality, trust, and credibility are the core values in collaboration with the suppliers, many of whom perform essential service to our customers and their residents.

We want to be considered as a professional, proper, and responsible company among customers, their residents, and partners. At the same time, we expect them, as our partners, to live up to the social responsibility that we ourselves comply with. Misconduct in the supply chain is not only incompatible with our CSR policy, but could also damage our reputation and thus our earnings.

In the same way that we reduce unnecessary driving, our suppliers are obliged to reduce unnecessary driving as well.

We expect our suppliers to reduce the amount of waste in their work for us as much as possible and prioritize environmentally responsible materials to the extent possible.

Our suppliers declare to us at the start of the collaboration that they will handle any necessary environmentally harmful substances with the greatest possible care and consideration for the environment, and in accordance with current regulations. Our suppliers are also obliged to keep up with developments in the market and continuously assess whether new materials have less environmental impact than the existing ones.

If our suppliers experience accidents with environmentally harmful substances, they have a duty to repair the damage immediately, contact us, and if necessary, also the authorities. We carry out environmental screenings before each renovation, which was carried out until 2002, when poisonous materials like asbestos, lead, PCB and chlorinated paraffins were used.

When we initiate a collaboration with a partner / supplier, they declare that their organization complies with current Danish agreements within all employment relationships. Including salary, working environment and safety. We do regularly and random checks to ensure that all working conditions are in order.

The description of our suppliers' obligations and responsibilities is also enrolled in CEJ's Purchasing policy, which you can access here [\(link\)](#).



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## Employee relations

Our employees are our greatest asset. CEJ's employees play a crucial role in ensuring that our customers and their residents always receive the best service. We work purposefully to ensure that our employees and managers experience a stable workplace always evolving. CEJ must be considered, by our employees and the labour market in a broader context, as an attractive workplace characterized by high professionalism, service and communication at eye level, a high level of motivation and trusting cooperation.

CEJ has for many years focused on developing employees, whom have the desire and ability to contribute to CEJ's professionalism as well as the continued growth and revenues. Continuous education and further development of the employees ensure that we constantly raise the level of our competences, reward good efforts, break monotony and make everyday life in the workplace exciting. CEJ encourages i.e. administrators to complete the EA training that we pay for.

The working environment is an important part of CSR in CEJ. We are constantly working to create environments, solutions and opportunities for our employees that eliminate the risk of stress and other work-related illnesses. It naturally creates great results for employees and CEJ, hence happy, well-stimulated and healthy employees deliver greater performances.

In reality, this means that we create a physical environment with a good indoor climate and space to perform one's duties, office facilities that reduce noise nuisance and increase concentration, offices close to public transport so that the distance between work and home is reduced, and healthy offers in our lunch schemes to reduce the risk of lifestyle diseases, as well as preventive measures to reduce sickness absence.

As a result of our systematic work with the work environment, our employees at CEJ are significantly longer than the industry average.

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