

## CSR policy of CEJ Ejendomsadministration A/S



We take our social responsibility seriously. We show regard for nature and the physical environment, as well as the people we come into contact with and who are affected by our work.

We take responsibility for – and respect – our employees, customers, partners and the community around us.

Our CSR objectives are based on the UN Global Compact principles and the Sustainable Development Goals and, to the extent possible, we integrate the principles and the Goals into our business to create economic and social value for our customers and their residential/commercial tenants, as well as for our employees. At the same time, we want to contribute to the responsible and sustainable development of society.

## Customers

We treat all customers professionally and with respect for their business, individual personalities, backgrounds and needs.

We place great emphasis on showing empathy with customers and on communicating clearly, simply and respectfully with everyone. We always offer advice that follows the highest standards while being economically sound.

Our customers can easily get in touch with us and, through self-service digital solutions, we also ensure that customers can get a precise, detailed and clear overview of their engagement with CEJ around the clock. Customer reporting, key figures, rental contracts, revenue and anything else customers need to access at short notice.

No two customers are the same, and our solutions reflect that. We always tailor our customer engagements to meet specific needs. And we continuously evaluate our customers' experience of us. This is done through regular customer satisfaction surveys.

We have developed a reporting system and key figures for use by our customers. These



services are intended to provide an overview and continuously monitor the operation of the properties. And that creates economic value for customers.

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## Residents

Whether you are an investor or an association, you can feel safe entrusting us with the administration of your property's residential and commercial tenants. We treat them with respect and decency. And we value the personal contact. At the same time, we want to respond to the desire of residential and commercial tenants for online case processing around the clock. That is why we have developed digital solutions that they can use whenever it fits into their daily lives.

For several years, we have offered customers access to various information about their properties via My CEJ. We have also introduced BeboerNet ("ResidentNet"), which targets our customers' residential and commercial tenants, providing them with access to relevant property information.

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## Employees

Our employees are our most important asset and play a crucial role in ensuring that our customers, as well as their residential and commercial tenants, receive the best service in all situations. Our culture is our DNA and can be briefly described as:

- We help and strengthen each other
- We are decent to each other and to our customers
- We have professional pride and high professional standards.

Our employees are happy to be at CEJ. We have a low employee turnover and an average employee seniority of six years.

For many years, CEJ has focused on developing employees with the desire and ability to contribute to CEJ's professional expertise as well as CEJ's continued growth and performance. Training and development of employees ensure that we constantly raise our level of competence, reward good efforts, break with monotony and make everyday



life at work exciting. We believe the best results are achieved through collaboration, dialogue and sparring. We help each other and hold regular experience exchange meetings, where we continuously strive to improve our skills.

It is crucial for our business that we attract qualified staff and continuously offer our employees further training, both internally and externally.

We help train the employees of the future and pride ourselves on giving our interns and trainees a solid basic education. We are usually able to offer them a permanent job after the traineeship.

We are constantly working to create a healthy working environment with a good indoor climate, modern office design, healthy lunch, free physiotherapy, health insurance, weekly walk-and-talk meetings and other social events. We reduce interruptions and prevent stress in the workplace through our internal email policy, holiday/sickness cover and smaller offices. This benefits all concerned. Because happy, well-stimulated and healthy employees deliver the best results.

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## Suppliers and partners

We set requirements for suppliers and partners, so you as a customer can be confident in your choice of supplier. We expect suppliers and partners to live up to the same social responsibility by which we ourselves navigate. Among other things, we expect contractors to take responsibility for taking in trainees.

When we enter into a collaboration with a partner/supplier, they make a declaration that their organisation complies with applicable Danish collective agreements in regard to all employment terms. These terms include pay, working environment and safety.

Our own health and safety coordinators are regularly present on our customers' construction sites to ensure that all working conditions are in order.

The description of our suppliers' obligations and responsibilities is also included in CEJ's [Procurement Policy](#).

We never accept gifts from suppliers and partners. We have chosen this policy to ensure that our customers can be confident that the choice of supplier is made on a factual and objective basis, so that conflicts of interest do not arise.



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## Ethics and legislation

Our culture is based on decency and professional expertise. We adhere to the ethical standards for property management drawn up by the Danish Property Federation trade association. Furthermore, our CEO, Anne Marie Oksen, is a member of the Danish Property Federation's executive committee.

We comply with national legislation and corporate governance recommendations, and we strive to meet the expectations of the UN Global Compact, a global movement of responsible companies working according to ten principles on human rights, labour rights, the environment and anti-corruption.

Since the company was founded, we have focused on women in leadership. Today, we have an equal gender balance in our senior management.

We comply with personal data regulations and have guidelines for the correct handling of personal data. Our employees are continuously trained in the latest legislation, the correct handling of personal data and compliance with anti-money-laundering legislation. Read how we process [personal data](#).

Most recently, we have set up a whistleblower scheme, which allows our employees to anonymously report any non-compliance.



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## Climate and environment

We consider both climate and environment in our services, and in the advice, we contribute to the operation of our customers' properties. For example, when we provide technical advice, we recommend solutions with products and materials that focus on minimising the climate and environmental impact.

CEJ's technical department are experts in energy screening of properties and offer our clients an energy management contract. Heat loss is a problem in the property sector that not only costs money and comfort, but also affects the climate. CEJ's energy consultants therefore work systematically to reduce heat loss in our property portfolio.

We know that our investors are focused on Environment, Social and Governance (ESG), and CEJ can help optimise the ESG profile to match the client's goals and ambitions in sustainable property management, construction and renovation.

CEJ is a member of the Green Building Council Denmark (DGNB), and is in the process of training staff to help clients with sustainable property certification. DGNB is based on the UN definition of sustainability in a building.

Along with the City of Copenhagen and other actors, we are also a member of Energispring, where we actively contribute to the green transformation of buildings and housing.

The green agenda is embedded in CEJ's business model and reflected in our choice of sustainable solutions in-house – for example, we use green transport in the form of our electric cars and bikes.

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