

CSR REPORT

TOPTEAM

2023



MATCHING SKILLS AND INDUSTRIAL NEEDS

Table of contents

01

About TopTeam

Read more about TopTeam, our history and values

02

Sustainability strategy

Read more about our sustainability strategy and how we support the UN's Sustainable Development Goals

03

Health and well-being

Read more about our focus on health and well-being

04

Quality education

Read more about our focus on quality education.

05

Gender equality

Read more about our focus on gender equality

06

Climate action

Read more about our climate action

OUR VISION

To reconcile the needs of our customers with the skills and professional interests of our employees.





ABOUT TOPTEAM

"By consultants for consultants"

This was the concept of TopTeam back in 1999 when TopTeam was founded. The idea of TopTeam arose when Bruno and Bjarne worked together at a special machine factory in Skive. They quickly saw potential in each other and their collaboration. They wanted something more – and it was TopTeam.

In 2016, Bruno and Bjarne chose to step down from the management roles because they were more passionate about being consultants. Instead, they hired Martin Lausen to take care of the managerial tasks so that they could focus fully on constructing machines and managing projects for our customers.

Bruno and Bjarne's message still permeates TopTeam to this day. At TopTeam, our absolute focus is on our consultants and that they should be passionate about what they work with. We don't hire solely on experience, we hire people and their personality.

Today, we are adamant that our core competencies are to match the right competencies with the needs of our customers – whatever it may be.

Our values

Internal
knowledge
sharing

Welcoming
culture

A close
competency
match

True to the
project



SUSTAINABILITY STRATEGY

In 2023, TopTeam launched their CSR and sustainability strategy. At TopTeam, we have long had a strong focus on both our employees and their well-being in the company, but also on reducing our environmental impact now and in the future. Our sustainability strategy is inspired by the UN's 17 Sustainable Development Goals.

At TopTeam, we support the UN's Sustainable Development Goals through our sustainability strategy. Our priority SDGs focus on education, health and gender equality. Within these areas, we at TopTeam can help improve our impact on both a local level and in some ways also on a larger level. Since all the SDGs are closely linked, TopTeam has an impact and therefore responsibility for all 17 SDGs during our value chain, but to ensure a focus, we have chosen to aim our attention on those where we can make the biggest difference.

We have chosen to focus on the following of the UN's Sustainable Development Goals:



HEALTH AND WELL-BEING

Donations

Health insurance

Working conditions

Well-being at work

DONATIONS

At TopTeam, we support the Danish Cancer Society every year for both the national collection in the spring and the 'knaek cancer' collection in the autumn.

At TopTeam, we have chosen to support the Danish Cancer Society, because it is a disease that today affects every 3rd Dane – the rest are left as relatives. Almost everyone has had cancer in their lives in one way or another, and we therefore see it as our duty to help where we can.

With our donation to the Danish Cancer Society, we support research, prevention and help for cancer patients and their relatives.

Together, we can help ensure that there are more and better treatment options for cancer patients in the future.

The funds will (amongst others) go to:

- The Danish Children's Cancer Foundation Biological, psychosocial, clinical and epidemiological cancer research
- Development of support for patients and relatives
- Early detection of cancer
- Better quality in cancer patients' pathways
- Palliative care Unhealthy lifestyle and cancer
- Examination, treatment and follow-up after cancer
- Empowering the fragile cancer patient

You can read more about this at: <https://knaek.cancer.dk/da/content/det-går-pengene-til>



HEALTH INSURANCE

All employees at TopTeam have health insurance through Danica pension, after 2-3 months of employment.

The purpose of the health insurance is to help TopTeam's employees get a quick assessment or treatment in cases where the employee cannot get through to the public sector, or needs a quick initiation of treatment, in order to thrive in the best possible way.

There are various options for clarification and treatment in the health insurance, e.g. clarification and treatment can be provided in the following areas:

- Medicine
- Physiotherapy, osteopathy and chiropractor treatment
- Reflexology
- Acupuncture
- Psychological treatment
- Psychiatric investigation and treatment
- Dietitian

TopTeam employees can get help via the health insurance by contacting either by phone or online form. If the employee is not comfortable with getting hold of the health insurance, HR can help the employee with the call if the employee is sitting next to him/her.

TopTeam's health insurance aims to ensure that our employees thrive and have the health options available should an accident occur. It is important that everyone has the same opportunities for treatment and, at TopTeam, we start internally in the company by ensuring this.



WORKING CONDITIONS

TopTeam's focus areas on working environment are specified annually in accordance with current legislation and an annual meeting is held on the company's working environment. The Working Environment Committee consists of Allan (ALR) and Jan (JFS).

Risk assessment (APV) is carried out in accordance with current legislation, every 3 years, and is about relating to the physical and psychological working environment.

Physical working conditions

At TopTeam, there is a strong focus on the physical working environment.

Even though the majority of our consultants are at the client on a daily basis, it does not mean that they have to compromise on their physical working conditions.

When you spend the majority of your working day in front of a screen, we must ensure that it is ergonomically correct. We therefore make both height-adjustable tables, office chairs, screens and various computer mice available to our employees.

We offer this to all our employees, whether the problem is when they are sitting at the customer's premises or in their home office. Should there be a need for special equipment, together we will find out what is best for the individual employee.



WORKING CONDITIONS

Psychological working conditions

When it comes to the psychological work environment, it is important that all employees in TopTeam are psychologically well – and if not, it must be taken care of as soon as possible.

Since the majority of TopTeam employees work at the customers daily, it is important that it does not affect them psychologically. Therefore, TopTeam works hard to create a flexible working environment where working from home is a natural part of everyday life. Already now, many of our employees have regular home working days, but with some customers it is a requirement that they show up physically.

At TopTeam, our goal is that more people should have the opportunity to have work-from-home days if they wish. In addition to focusing on more home working days, TopTeam has annual performance reviews and in addition, employees regularly have a 1:1 conversation with either their manager or HR manager to ensure that everything is as it should be.

In case the employee has problems, whether it's stress-related, about the job, personal or something else, the employee will, together with his/her boss and the HR manager, find a solution to get back on track.

At TopTeam, we have a strict policy regarding bullying and abusive actions. We always encourage employees to speak up – and if this is not possible in the situation, then their manager or HR must be contacted so that the matter can be taken care of. Bullying and offensive actions of an unwanted nature are in no way tolerated in TopTeam.



WELL-BEING

- AT WORK

A status meeting is held at least once a month, where the operations managers and Head of HR participate. The purpose of the status meeting is to talk about well-being among employees.

All employees who have caused concern or expressed dissatisfaction in their task, job or private life are made an action plan for how we contact the employee and what options we have to help the employee get back on track.

This can e.g. be reduced working hours for a period of time, being assigned a new task, external opportunities e.g. through health insurance, working from home or other. At each status meeting, a follow-up plan is made on the employees where it is deemed necessary.

At TopTeam, we live by our employees and their competencies, therefore it is essential that our employees thrive in everyday life - both at the customer, in TopTeam and in private.



EMPLOYEE SAFETY

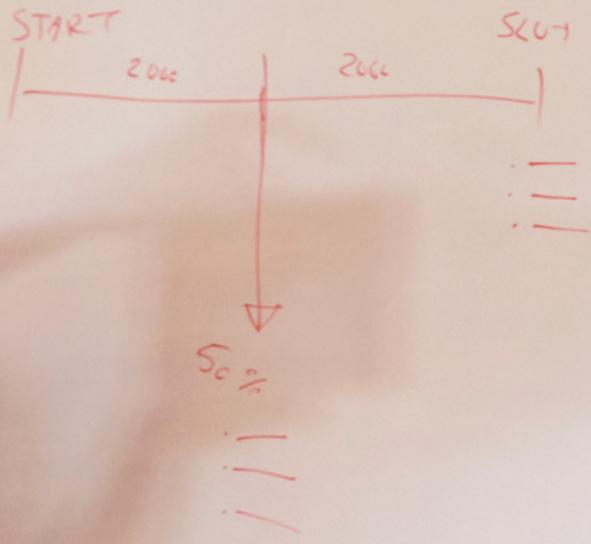
Employee safety is one of the most important responsibilities for TopTeam. It is crucial to take responsibility for our employees and take the best possible precautions to minimize the risk of accidents in the workplace.

It is also important to ensure that employees receive regular training on health and safety issues so that they can be aware of the dangers of their work and take appropriate precautions to protect themselves and others. This may include training in the use of personal protective equipment, firefighting, first aid and emergency procedures. TopTeam makes sure to comply with all relevant safety standards and regulations.

If an accident occurs, TopTeam will make sure to immediately take appropriate measures and report the incident to the relevant authorities.

By taking responsibility for employee safety and taking appropriate precautions, TopTeam can create a safe and healthy workplace that protects employees and increases productivity.





QUALITY EDUCATION

TopAcademy
Focus on sustainability

TOPACADEMY

At TopTeam, one of our most important values is that we ensure a close competence match between consultant and customer. This means that our most central task is to match our customers' needs with the professional as well as personal competencies of our consultants.

With TopAcademy, we focus on competence development and give our employees the tools to make us even stronger together in TopTeam. TopAcademy is TopTeam's internal development and training academy. Here we make sure to make tailor-made development plans for all our employees.

With TopAcademy, we focus on the employee and their competencies, so we ensure that they are allowed to exploit their full potential. While we make sure that the employee is updated on the topics, they find exciting, we also ensure that they are well dressed when they arrive at a new customer.

We provide them with tools to make them feel more confident in the different situations they may face. A development plan can consist of both shorter and longer training courses, but also entire educations and studies. We combine this with practical experience if the consultant thinks there is a need for it.

In addition to our TopAcademy, we also have internal knowledge sharing groups that all our consultants are part of. The internal knowledge sharing ensures that the employee always has a network of competencies they can reach out to, should they face a challenge where their own competencies are no longer sufficient.

TOPACADEMY



FOCUS ON SUSTAINABILITY

At TopTeam, we make sure to be environmentally friendly and climate-conscious when we use print.

We also choose our partners carefully, so that all our partners in our TopAcademy are climate-conscious and have one or more sustainability focuses.



GENDER EQUALITY

Gender equality
Equal pay and conditions
Discrimination policies

GENDER EQUALITY

At TopTeam, we hire based on competencies that match our needs and what our customers demand. We employ everyone regardless of gender, age, ethnicity and religious beliefs. We try, to the extent possible, to employ equal distribution between genders.

STATISTICS

Gender distribution in management

25 % women

75 % men

Gender distribution of consultants

11 % women

89 % men

Distribution of ethnicity

16 % of other ethnic origin

84 % ethnic danes

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



13 CLIMATE ACTION



EQUAL PAY AND CONDITIONS

At TopTeam, we have a strong commitment to equality, and work actively to create a workplace where all employees have the same opportunities and are treated fairly and equally.

At TopTeam, there is a firm policy of equal pay for all employees, regardless of gender. This means that all employees, whether they are men, women or other, receive a salary that reflects their qualifications. In addition, TopTeam also has a culture where employees can feel comfortable bringing out any pay inequalities and discussing the reason behind it.

Furthermore, TopTeam's sales processes work in a way that does not give rise to gender discrimination. TopTeam has introduced anonymous CVs / competence profiles, where information such as gender and age is not displayed.

This creates a more objective consultancy recruitment process and ensures that all of our employees are assessed solely on the basis of their skills and experience.

In general, gender equality is a key focus area in TopTeam's corporate culture, and therefore there is a constant focus on creating a workplace where there are equal opportunities for all employees.

As part of our gender equality policy at TopTeam, we ensure that mothers and fathers have the same conditions for maternity leave. We ensure that mothers and fathers both have the same opportunity for maternity and parental leave.



DISCRIMINATION POLICIES

Respect for the fundamental human rights of workers is essential for any company that wants to maintain a positive and ethical reputation. This includes promoting equal opportunities for all employees, regardless of their skin colour, race, nationality, social background, disability, sexual orientation, political or religious beliefs, gender or age.

It is also important to respect everyone's personal dignity, privacy and rights. This means that TopTeam will not hire anyone against their will or make anyone work against their will. In addition, TopTeam does not tolerate any form of unacceptable treatment of employees, such as psychological cruelty, sexual harassment or discrimination.

In order to show respect for the fundamental human rights of workers, TopTeam will provide adequate remuneration to all employees and pay the same amount for the same work. The salary will be based on the individual employee's competencies. In addition, TopTeam guarantees the national statutory minimum wage for all employees. At TopTeam, we always make sure to comply with the maximum number of working hours is no more than 60 regular working hours per week. Furthermore, TopTeam recognizes the right of employees to freely organize and not favor or discriminate against members of trade unions or trade unions, as far as legally possible.



DISCRIMINATION POLICIES

In general, gender equality is a central focus area in TopTeam's corporate culture, and therefore there is a constant focus on creating a workplace where there are equal opportunities for all employees.

Furthermore, Recognition and respect for children's rights are essential in the fight against child labour. Children have the right to be protected from economic exploitation and should not be subjected to work that could be harmful to their physical or mental health, education or development.

To uphold these rights, TopTeam complies with Conventions 138 and 182 of the International Labour Organization (ILO), which set standards for the minimum age of employment.





CLIMATE ACTION

Environmental protection

ENVIRONMENTAL PROTECTION

Environmental protection is an important factor for any organization. It involves acting in accordance with all applicable statutory and international standards, laws and regulations relating to environmental protection.

TopTeam strives to avoid or minimize environmental pollution and is constantly working to improve our environmental protection efforts. It is important to establish a culture of environmental responsibility within TopTeam where all employees are aware of their responsibility for environmental protection.

By prioritizing environmental protection, TopTeam contributes to a sustainable future.





TOPTEAM

MATCHING SKILLS AND INDUSTRIAL NEEDS

TopTeam ApS
Øster Fælled Vej 6
7800 Skive
Denmark
CVR-nr.: 21503584

Telephone: +45 9614 7700
E-mail: info@topteam.dk

TopTeam ApS
Written and compiled Anne Behrndtz Christensen
og Sanne Daugaard.

05-23