

NORDIC CODE OF CONDUCT

mentech
Authorised IT Service



INTRODUCTION

Mentech A/S is a Nordic Service Provider for Apple, Samsung, Huawei, Acer, Asus, Motorola, OKAI, Dreame and Ecovacs. We specialize in IT-solutions, tailor-made for the business, insurance- and telecom industry, as well as for public and private institutions.



Sustainability



UN's 17 Global Goals



Think Innovative



Diversity

- At Mentech A/S we strive to deviate from the “dispose of” culture. Instead, our goal is to promote the use of functional components from IT-scrap to produce new consumer electronics and hereby prolong the product lifespan.
- To promote and support the 17 sustainable development goals of the United Nations, we have, among other, become a part of the UN Global Compact initiative.
- Our focus is on constant progression. We challenge the status quo and focus on new ways of thinking. Innovation always has and always will be welcomed with an open mind.
- There must be a place for all of us. Mentech is committed to heighten the well-being of all, despite of gender, age, religion, sexuality and color of skin.

As part of the UN Global Compact initiative (Global Compact Network Denmark), Mentech is obligated to comply with the 10 Global Compact principles. Focus here is on human rights, labor, environment and anti corruption. Our codex reflects these principles.

Since 2017, Mentech has followed the guidelines set by the collective agreement by Dansk Industri (DI) when employing people. This is done to ensure decent overall conditions and safety for the individual. Moreover, we follow the given rules of the Employers' and Salaried Employees' Act with regards to our office staff. Since December 1st 2021, the following is also available to all of our employees: pension schemes, health insurance, life insurance, incapacity to work and critical illness insurance.

Our overall business strategy is founded on prolonging the lifespan of electronics, so they get a second -and third life, instead of just being disposed of. We do this by repairing and fixing used electronics, as well as by reusing functional components from defect units. When we repair and reuse electronics, we avoid production of new units. This result in less CO2 emissions and a reduction in depletion of our earth's resources. This way, we ensure a circular economy, where resources, otherwise disposed of, becomes a part of the value chain and production once again.

At Mentech A/S, we store sensitive, personal data on encrypted and secured servers, located in EU. All of our servers are protected by firewalls, and transmission of data is encrypted. A part of the personal data is administered by a third party, which store and handle personal data on behalf of Mentech A/S in compliance with General Data Protection Regulation (GDPR). To assure both us as a company and you that this third party abide by legislation and meet the requirements in question, Mentech A/S has insured a data processing agreement. We only store personal data, as long as necessary and in accordance with the informed purpose.



ENVIRONMENT AND CLIMATE POLICY

To support the 12th UN world goal "Responsible Consumption and Production" on the matter of sustainability, Mentech has introduced a number of initiatives

CO2 NEUTRAL WEBSITES

All websites owned and run by Mentech are CO2 neutral.



CO2 neutral website - Mentech A/S certificate



CO2 neutral website - Mentech ECO A/S certificate



SUSTAINABLE ENERGY

At Mentech we solely use sustainable energy, which is supplied by Ørsted A/S and their European windmills. All our service locations use 100% green energy. This focal point is of great importance to us, and we actively and continuously strive to improve in this field. It is our goal to insure green energy at alle locations, as we continue to expand our business.





DANSK NATUR OG SKOVE

In 2020, Mentech started corporation with Growing Trees Network Foundation. That year, 468 new trees and saplings were planted in Folkeskove Danmark and Tølløse Folkeskov.

BUSINESS PARTNERS

To obtain a greener, more sustainable Denmark, we have in cooperation with insurance company Alka created a unique setup.



"We now use a clever, green processing method, when taking care of handling of clams. Our cooperation with Mentech has resulted in environmental economic savings at 172.299 kg CO₂- equivalents in 2020 alone."

Frederik Sjørølev Søgaard, CEO at Alka

mentech eco store

The purpose of Mentech ECO is to reduce the worlds amount of IT-scrap. We do so by giving new life to used or scaped electronics, turning it into new, reusable units. When products undergo the Mentech ECO recycling program, their cycle look like this:

Production → Consumption → Production

As opposed to

Production → Consumption → Disposal

DISPOSAL OF ELECTRONIC SCRAP

Electronic scrap, not acceptable to reuse or recycle, needs to be disposed of correctly. Due to this, we only use approved collaborators, when disposing of non-reusable electronics. Among others, we cooperate with the following companies on this matter:



WASTE MANAGEMENT

Garbage disposal is a part of everyday life here at Mentech. Whether we are talking about small and flammable, carton, plastics, batteries or food, everything is sorted and disposed of correctly.

There is not a single employee at our locations, who are not aware of how to do so.

LEADERSHIP CULTURE

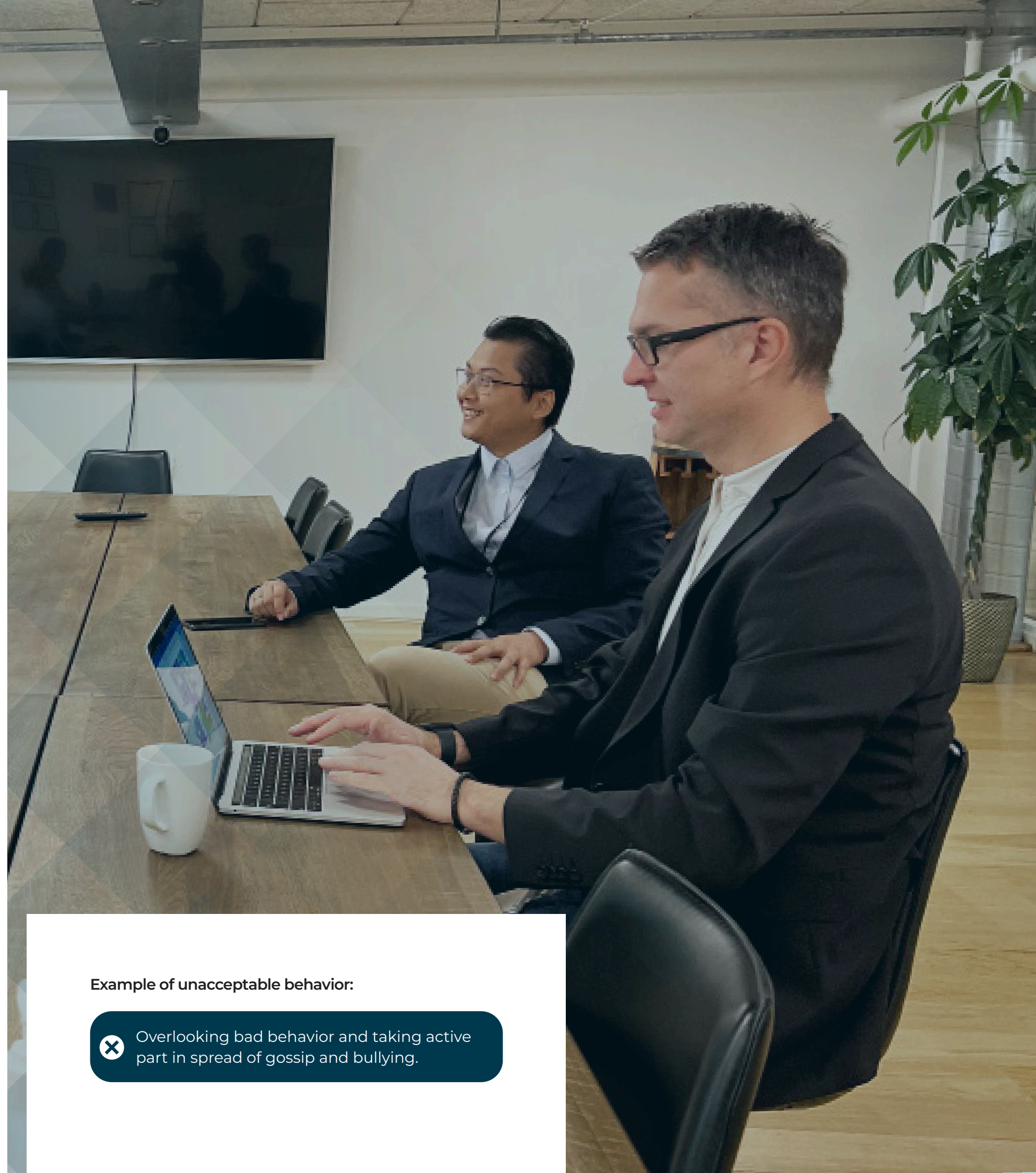
Employees at Mentech are versatile and proactive. Decision making is delegated to people placed everywhere in the organization, from top to bottom. This way, every individual gets to make decisions independently within their field of expertise. We believe this approach is beneficial, both for our customers and Mentech A/S. Our management style is characterized by mutual respect, clear and concise communication, alignment of expectations and a see-through decision-making structure.

Examples of acceptable behavior:

- ✓ We make swift and independent decisions when required
- ✓ We stand by our actions and inform upper management of relevant conditions
- ✓ We are professionally up to date, and make sure to further develop our skillset
- ✓ When challenging leadership issues arise, we ask for assistance when necessary
- ✓ We take responsibility when our employees fail to succeed in the work they do
- ✓ We stand by our decisions and don't put the blame on others if we don't succeed
- ✓ We support and help our employees if they show signs of stress, and if necessary we guide and assist

Example of unacceptable behavior:

- ✗ Overlooking bad behavior and taking active part in spread of gossip and bullying.



DECEPTION AND PERSONAL ENRICHMENT

Any form of enrichment of yourself or a third party on expense of the company will have consequences for your employment situation.

Presents must at all times be reported to the nearest management for assessment of whether or not it will have an impact on decisions regarding purchase and business agreements.

DIVERSITY

There must be place for us all. At Mentech we are committed to heighten well-being, indorse individuality and the right to be your own person despite gender, age, religion, sexuality and color of your skin.

Board of Directors

- ✓ Consist of 50% men and 50% women

Top Management

- ✓ 40% of our Chief Officers are women
- ✓ Charlotte Mensing is CEO at Mentech

Moreover, we work towards having an equal distribution between men and women throughout the company. At the main office, our front-desk section has a 50/50 gender distribution, and at customer support 66,6% are women.



LEGISLATION AND INTEGRITY

All employees must at all times abide by present legislation and law and are obligated to keep up to date on this subject.

Examples of acceptable behavior:

- ✓ We must act responsible, abide by given legislation and follow given guidelines
- ✓ We must comply with tax legislation, and are obligated to report wrong doings
- ✓ We inform our colleagues of a situation if we suspect a law has been broken
- ✓ Morality and ethics come first with regards to agreements, customers and partnerships

Examples of unacceptable behavior:

- ✗ Invoicing incorrect on purpose
- ✗ Bypassing legislation and given guidelines

ANTI-CORRUPTION

Everybody at Mentech know that there is a zero-tolerance policy, when it comes to any kind of bribe of customers to close a deal. The same goes for business partners.

Examples of acceptable behavior:

- ✓ All payments to customers or business partners require an original invoice in return
- ✓ Bribes of any kind will be rejected
- ✓ All payments, deposits, or other prepayments must be stated clearly in systems and contracts

Examples of unacceptable behavior:

- ✗ Handing out special treats or presents with the sole purpose of closing a deal

UN'S 10 GLOBAL COMPACT PRINCIPLES

We at Mentech A/S, our suppliers and business partners are obligated to follow this codex.

HUMAN RIGHTS

Principle 1:

Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2:

Businesses should make sure that they are not complicit in human rights abuses

LABOUR

Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4:

Businesses should uphold the elimination of all forms of forced and compulsory labour

Principle 5:

Businesses should uphold the effective abolition of child labour

Principle 6:

Businesses should uphold the elimination of discrimination in respect of employment and occupation

ENVIRONMENT

Principle 7:

Businesses should support a precautionary approach to environmental challenges

Principle 8:

Businesses should undertake initiatives to promote greater environmental responsibility

Principle 9:

Businesses should encourage the development and diffusion of environmentally friendly technologies

ANTI-CORRUPTION

Principle 10:

Businesses should work against corruption in all its forms, including extortion and bribery



BØRSEN.
GAZELLE 2021

BØRSEN.
GAZELLE 2020

BØRSEN.
GAZELLE 2019

BØRSEN.
GAZELLE 2018

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