

# CSR Report

2019/2020



Window Production  
with Social Responsibility

**idealcombi**   
Windows. Designed & Manufactured in Denmark

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# Preface

At Idealcombi A/S the CSR (Corporate Social Responsibility) report is about responsibility in all aspects of our business. For many years we have been manufacturing with respect for nature, employees' rights and ethics. Since the start of the family owned company, in 1973, the daily work has been based around the the values of the company founders.

The reason for writing our annual CSR Report is to make our goals and efforts transparent to our customers, suppliers, employees, local community and other partners.

The CSR report is valid for Idealcombi A/S and subsidiaries.



# About Idealcombi

Idealcombi A/S is a Danish family-owned company, which was founded, in 1973, by brothers Henning and Bent Søggaard in the parents' barn in Ørum, and has since had its roots in Thy.

In 1981 the Company was transformed into a joint stock company with 20 employees and already a few years later, in 1984, opened a new window factory of 3,500 square meters in Hurup, which has now grown to 100,000 m<sup>2</sup>.

From here, we manufacture windows and doors of high quality, and we can offer Denmark's most innovative product range with 6 product lines within windows and doors in combined WOOD | ALUMINUM with a core of **idealcore**<sup>™</sup> (thermal PUR).

Today, the management is headed by cousins Martin and Mikael Søggaard, who have taken over from their fathers, who are still part of the ownership circle.

Approx. 95% of Idealcombi A/S workplaces are located in Denmark, and the family has a clear mission

to continue to maintain the majority of the workplaces in the company, in Denmark - and Hurup Thy.

Therefore Idealcombi A/S continuously contributes to support and strengthen a strong "production Denmark" and not least our own local area. In addition to good and attractive jobs, we contribute with corporate and income tax to Denmark and not least to Thisted Council (Thy).

Throughout the years, a core value in our company has been - "quality". We cherish this, among other things, by educating our own apprentices and students, thereby maintaining Danish craft traditions, and not least significant professional competencies in the Danish window industry - and in Denmark.

Our customers in Denmark receive their windows and doors with our own trucks. Trucks driven by Danish drivers, who naturally respect and comply with Danish driving rest time rules - at all times. "



# Owners' Considerations...

In the financial year 2019/20, improvements were initiated, which were successfully implemented with the expected effect. Investments have been made in new control system of our boiler plant, which is used for heating both production and administration. The heat source is still based on the wood waste from own production, which contributes to full utilization of the raw wood. By changing the control system, a saving of 20% of the kWh consumption on the boiler system has been achieved. In addition, investments have been made in new control system for our compressor grid, which has reduced electricity consumption for compressed air by approx. 50,000 kWh per year.

Overall, with the previous year's switch to LED lighting, a total kWh saving (electricity & heating in total) of 17.13% has now been realized, whereby we are well on our way to meeting the goal of a 25% reduction over four years.

In order to remove all gas-powered trucks in production, for the benefit of the environment and employees, investments have been made this year in replacing all trucks with electric trucks. Implementation has exceeded all expectations, and although the shift in isolation "conflicts" with the goal of reduced kWh consumption, overall it is a benefit for the environment.

This year we were also the proud recipients of Thisted Council's Integration Award (2019). An award we are especially proud of because it is a team effort - the award is therefore not least a pat on the back to those colleagues who in everyday life contribute with the will to succeed in integration.

Finally, we welcome the fact that after almost 10 years as an FSC-certified company with a focus on production with respect for nature, there are now growing interests in responsible forestry aspect amongst consumers.



# 1.1. Quality-, environment and energy politics

**At all times Idealcombi A/S wishes to be perceived as a trustworthy and competent supplier of windows, doors and facades in the professional market, in relation to our customers, users and partners.**

This will be achieved by complying with agreements and what has been confirmed with customers in order to gain full customer satisfaction and loyalty.

Our customers must experience that their orders are dealt with, with great care. All the way from initial quote, through the order process to delivery. This, along with a quality product, will ensure that the experience in full meets the customers expectations.

This will happen through efficient management of the processes that affect the product and services our customers receive. The top management is responsible for setting goals and making the right resources available to continue to improve the efficiency of the processes.

We commit to continuous improvement of the management system and to meeting requirements and commitments.

We recognise that as a company we influence the surrounding environment. We want to limit the negative effects of this influence, by showing responsibility and respect for the nature and the environment in general.

We commit to continuous improvements in the environmental area and to prevent pollution. We aim for environmental considerations to be a natural part of everything we do.

Our main environmental impacts in the form of energy consumption and materials are continuously reduced.

Our environmental work is based on financial responsibility and sustainability. We will continuously utilise technical opportunities that can contribute to limiting energy consumption.

We will increase the awareness of our attitude towards the environment to suppliers, employees and the surrounding society. That is why this environmental policy is available to anyone who may have an interest in our company.



## 1.2. Environment all the way (life cycle perspective)

Idealcombi actively responds on environmental considerations in every stage of production. It is our environmental policy to continually revise and optimize our production processes so that we continuously ensure reduced energy consumption and a reduced environmental impact.

By far the greatest environmental impact occurs at consumer level in the form of heat loss through windows and doors. Therefore, we consider it important to inform and guide customers to the most energy-efficient choice.

### 1.2.1. Development

We are constantly developing our products to meet environmental standards and requirements that society and legislation place on us all as citizens. In fact, we are in front of the legislation in our development, and thereby ensure that our products meet the requirements of the future. This helps us set the standard for future products. Idealcombi's products are among the most energy-saving on the market. We also strive to ensure that the development is based on materials with the least possible environmental impact, including weight of raw materials that affect the environmental load during transport. For example, we have replaced some wood and composite material with **Idealcore™** (thermal PUR), which is a lighter material with better thermal performance.

### 1.2.2. Purchase

We use FSC®-certified pine from responsible forestry. Our choice of suppliers is influenced by environmental impacts associated with transport of materials. Minimising our overall environmental impact.

### 1.2.3. Recycling

The waste wood from production is used for heating our own buildings. During the summer period, when the heat consumption is low, the waste wood is sold for processing to, among other things, wood pellets, chipboard production and MDF production.

Aluminium waste is melted and recycled, just like glass waste is being recycled.

In all types of surface treatment, we use the most environmentally friendly products. All surface paint



on wooden components is water based and we use a recycling system so that colour particles are separated from excess paint from the production, after which the excess paint can be recycled.

Transport waste from suppliers such as cardboard, paper and plastic are sorted and recycled 100%, just as pallets are part of a return system.

### 1.2.4. Transport/Logistics

We are constantly working on optimising the fuel efficiency on vehicles to and from production. Thus, in the case of new acquisitions, we will endeavour to purchase the highest environmental standard

Our drivers are trained in fuel-efficient driving and the individual truck is monitored for fuel efficiency.

The logistics department ensures that our trucks are fully loaded and the shortest and most direct route is planned - in addition, we aim to minimise empty driving on the return journey, as we pick up raw materials and return goods to the factory in Hurup on the way back.

### 1.2.5. Disposal

Elements from Idealcombi have a long life span, but when the time comes for disposal, large parts of the items can be recycled. We therefore recommend that items be delivered to a recycling station and separated into the fractions indicated by the local recycling center so that as much as possible can be recycled.





## 1.3. Environmental & Energy goals



**Our goal is for the total amount of substances and materials/safety data sheets to be reduced by 10% over 3 years. .**

Our ability to meet this goal is documented by recording the quantity / number of safety data sheets. By the end of the financial year.

**Objective for 2electricity and heat consumption is 25% on kWh consumption over a 4 year period.**

Our ability to meet this goal is documentet by registering electricity consumption by the end of the financial year.

## 1.4. Improvements for 2019/2020

Safety Data Sheets	2017	2018	2019/20	2020/21
Goal	328	318	312	296
Actual	321	317	325	
Goal reduction in %	-3 %	-2 %	-5 %	-3 %
Realised	-2 %	0	+ 6 %	

The target of a 5% reduction was not achieved. The reason for the increased number of data sheets is that work is in progress substituting chemical products, and in the process there will be data sheets for both the replacement and the discontinued products for a period of time.

We have chosen to maintain our target and expect to reach the target in 2020/2021.

### Kwh Consumption - Electricity & Heat

	2017	2018	2019/20	2020/21
Expected use	8,23 mill	8,01 mill	13,89	
Actual use	8,00 mill	6.97 mil	11,51	
Goal reduction %	-6,25 %	-12,50 %	-18,75 %	-25,00 %
Realised	-2,79 %	-12,92 %	-17,13 %	

\*Expected consumption is calculated in relation to 2016 figures and the actual activity level in the current year.

The reduction in electricity consumption is close to target. It is particularly the heat consumption that has been reduced, due to a new and better control of our boiler system.

### Other activities & achieved results

Gas-powered trucks have been replaced by electric trucks throughout the company.

Improved control of compressors has reduced electricity consumption used on compressed air by approx. 50,000 kWh

New control units on boiler systems has resulted in approx. 20 % savings on kWh consumption.

## 1.5. Environmental Certification

**Idealcombi was ISO 14001 certified in 2016.**

To keep the certification, Idealcombi is audited once a year. The audit is conducted by the Force Institute. In 2018, Idealcombi was audited with a good result, and maintained the certification.



### **How does the company, employees, customers and the community benefit from ISO 14001?**

ISO 14001 is currently used by companies and organisations of all sizes and industries and sectors as a management tool to manage environmental impact, reduce resource consumption and provide management with an overview of the company's environmental performance.

The top management's role is clearly described in ISO 14001.

The management must take ownership to a greater extent in order to work with the important environmental conditions that they themselves have been involved in identifying, in line with the rest of the organisation's overall strategic direction. It must help to ensure that the environmental management system becomes a more integrated part of the entire organisation.

Implementing a management system is not enough. ISO 14001 focuses on continuous improvements to ensure that the organisation and system are followed up and that the environmental efforts are continuously optimised.

## 1.6. Focus areas for 2020/2021

Continued mapping and monitoring of energy consumption.

Targeted efforts to ensure a reduction in the number of safety data sheets.



# 2.1. Anti-corruption and bribery

It is a fundamental principle for Idealcombi A/S to do business without the use of corruption and bribery. In addition to the attitudinal point of view, it is also a legal requirement in Denmark.

Corruption is criminal, and criminal acts expose Idealcombi A/S and our employees to the risk of prosecution, and consequently possible penalties/imprisonment. In addition, it entails a great potential risk of jeopardizing Idealcombi A/S's reputation and thereby damaging the company. Violation of this policy may have legal consequences.

## 2.2 What is corruption?

Corruption is the abuse of trusted power or funds that are exploited for their own or the company's gain.

Corruption has many "faces", including bribery, extortion, nepotism or fraud - regardless of form, they are all considered unacceptable.

### 2.2.1 What is a bribe?

Bribery is to offer, give or receive something of value (money or gifts) for that purpose exert undue influence on the recipient's decision or behaviour. Bribery can be expressed in various forms, but typically involves a "model" where both parties achieve something.

### 2.2.2 What is extortion?

Blackmail is the fact that one or more people threaten someone for the purpose of obtaining an unjustified gain.

### 2.2.3 What is nepotism?

Nepotism is the fact that a person respects and prefers relatives and friends over others, especially when occupying positions.

### 2.2.4 What is fraud?

Fraud is that by misleading someone causing them to act differently than they would otherwise, and thus creates an unjustified financial loss with others and a gain for themselves.

## 2.3 Guidelines for employees

### Gifts triggered by campaigns by suppliers

It is not acceptable to receive gifts from vendors triggered by campaigns (for example, purchases over DKK 10,000 in a given week that trigger 12 bags of coffee). Employees who are offered this type of gift must contact the nearest manager with information on this. The company regularly contacts the suppliers that make this kind of offer, with the message to stop this type of sale going forward.

### Christmas presents

All gifts from suppliers and business partners that are received as Christmas gifts are handed in at the bookkeeping, and are used as prizes in connection with the staff association's annual Christmas lottery.

### Money

It is not acceptable to receive gifts in the form of cash or vouchers comparable to cash.

### Other gifts, entertainment, pubs, etc.

It is acceptable to receive gifts, meals or other kinds of signs of appreciation and gratitude, or invitations to events related to our business, provided that it falls within a reasonable amount and scope, and does not lead to addiction or other wrongful influence.

### Suspicion of corruption or bribery.

If employees suspect a case of corruption or bribery, the employee is obliged to disclose his suspicion to the nearest manager, the HR manager or a member of the Executive Board.



#### Examples of acceptable gifts:

Modest / occasional meals with business associates.

Occasional participation in regular sports events, theatre performances and other cultural events.

Wine gift or similar on one occasion, for example in connection with a guided tour.

If employees have doubts about what is acceptable, a member of the Executive Board can advise.

## 2.4 Risk assessment

Idealcombi A/S sells products exclusively in countries that are members of the EU or EEA cooperation.

Idealcombi A/S purchases of goods and services are solely with companies located in the EU or EEA countries.

The two above factors form the basis of our assessment that there is no significant risk of corruption and bribery in connection with Idealcombi A/S's business.

# 3.1. Human Rights

## **Human rights policy**

As a country, Denmark has committed itself to meeting the vast majority of international conventions that describe human rights. In addition, as a member of the EU, Denmark is bound by the European Convention on Human Rights. It is given that Idealcombi A/S as a company comply with these obligations and do not contribute to human rights violations.

### *Employees*

It is expected that all our employees back the company's respect for human rights in both attitudes and behaviour in their daily work for/in the company. In Idealcombi A/S there is a high degree of openness and employee involvement, which, among other things, aims to support this. (read more about this in the rest of the CSR report).

Employees who become acquainted with concerns are encouraged to contact a member of the Executive Board.

### *Suppliers*

Idealcombi A/S deals exclusively with suppliers from the EU. All our suppliers are therefore required by the European Convention on Human Rights. We therefore expect that the relevant suppliers relate to and comply with the legal obligations they have in relation to human rights.

### *Risk Assessment*

Since all the company's suppliers are registered in an EU or EEA country, the risk of violation of the internationally recognized human rights is assessed as low. The company is not aware of human rights violations by any of our suppliers, and is also not aware of this historically.

In the event of a change of supplier to suppliers outside the EU, we as a company will assess whether the focus on respect for human rights among our suppliers must have an increased priority.

## 4.1. Social conditions and employee relations

### 4.1.1 Working conditions

Idealcombi A/S follows the work environmental legislation.

We have a well-functioning occupational health and safety organisation with regular and structured meetings in AMO and AMU.

All members of the AMO participate in an annual work environment workshop that extends over 2 days.

A safety manager is employed who coordinates the work environment efforts and ensures that decisions in the AMU / AMO are implemented.

### Work accidents (incidence figures)

	<b>Wood and furniture industry*</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
Serious accidents**	54	0	19	19	
Other accidents***	218	332	410	217	
Total accidents	272	332	429	236	

\*Industry numbers 2017

\*\* Serious accidents (accidents with an expected sick leave of more than 3 weeks)

\*\*\* Other accidents (accidents with an expected sick leave of less than 3 weeks).

The incident rate has been reduced during the financial year.

Our focus on cutting injuries over the past year has been successful.

With the replacement to better protective equipment and safe tools, the number of accidents has dropped significantly. We are, of course, very pleased with that.







#### 4.1.2 Measures to ensure equality

##### Age distribution - share in%

Age group	2017/18	2018/19	2019/20	2020/21
< 30 years	14	14	16	
30 - 39 years	13	13	13	
40 - 49 years	25	21	19	
50 - 59 years	34	35	33	
> 60 years	14	17	19	

Idealcombi A/S wants to maintain our talented employees. This also applies to last years of an employee's work life.

We have an active senior policy, which offers an annual interview when the employees reach the age of 60, and contains a number of opportunities for example reduced time and extra holiday.

Idealcombi A/S has no goal for the age composition of our staff, but we note with satisfaction that almost half of our employees are 50+. We see this as an expression that we have a workplace where our employees want to stay. It is also seen that we regularly celebrate 10th and 25th anniversaries. I 2020 we had 8x10 year anniversaries.

##### Gender distribution - share in%

	2017/18	2018/19	2019/20	2020/21
Women	30	31	31	
Men	70	69	69	

The proportion of women has been increasing in the company for a number of years, and the trend seems to continue. Many years focus on reducing heavy lifting and the like. with the installation of cranes and auxiliary equipment when designing workplaces has shown an effect.

This helps to ensure that the company can offer a wider range of jobs when looking for labour.



### Number of apprentices and students who are being trained

Subject	2017/18	2018/19	2019/20	2020/21
Joiner	4 (3)	2 (3)		
Production assistant	0 (5)	4 (3)		
Fabricator	0 (0)	0 (1)		
Automation technician	0 (2)	0 (2)		
Trading assistant - Sales	0 (1)	1 (2)		
Purchasing assistant	0 (1)	1 (1)		

Numbers in () are trainees and apprentices during training

Idealcombi A/S has as of 30<sup>th</sup> June 2020 15 students and apprentices undergoing education. This is significantly below our target of 23 trainees and apprentices. It has been and remains very difficult to recruit the number of trainees and apprentices the company needs. The struggle to attract young people to a vocational education in western Denmark is characterised by greater supply than demand, despite the fact that the proportion of young people taking vocational training is significantly above the national average.

### Trainee points (Internship-AUB)

	2017	2018	2019	2020
Current trainee points	14,62	15,3		
Goal	6,8	7,87		

From 2018, the labour market has been given a new internship scheme, Internship-AUB (Employers' Education Grants).

The internship started with the goal of securing 8,000-10,000 more internships per year for vocationally trained people. For that to happen, employers who create enough internships are rewarded, while those who do not contribute enough, will pay a fee to the scheme.



Target points for trainee points are calculated according to the number of employees with a vocational education as the highest completed education.

Idealcombi A/S is of course satisfied with being able to meet the AUB goal, and receiving the bonus for 2019.

## Integration

	2017/18	2018/19	2019/20	2020/21
Refugees from internship to employment	3	2		
Refugees in internship	3	3		

Idealcombi, as a large company in the local community and in west Denmark, is committed to contributing to the integration of the citizens coming to our country. This requires an extra effort from the company and especially from the employees who have the role of coach and mentor for the refugees. Without their personal commitment, it does not succeed in implementing successful integration at our workplace.

One employee with a refugee background has this year chosen to start an apprenticeship as a production assistant. We are very happy about this, and see here a future recruitment practice for an education where we are challenged to attract future apprentices.

## Number of employees in flexible jobs

	2017/18	2018/19	2019/20	2020/21
Employees in flexible jobs	8	6		

Idealcombi continuously seeks to offer flexible jobs. The jobs are primarily service jobs such as cleaning and caretaker functions, but we also have positions in production and administration.

### 4.1.3 Dialogue between the labour market partners

There are regular monthly meetings with the union representatives. Agenda includes local agreements, compliance with policies, review of the company's KPI's and information on future investments.

### 4.1.4 Respect for workers' right to be informed and heard.

We strive to ensure that our employees have as good an insight into the company's activities and results as possible, and at the same time can contribute with ideas and opinions.

It happens by attending the following regular meetings.

- Co-operation committee, quarterly meetings
- The working environment organisation, meets quarterly.
- Information meetings for all employees every 6 weeks. With status on business goals, energy management and current/future activities.
- Board meetings every week for all employees in production and administrative teams. Topics are; team goals, improvements, staff and work environment.

### 4.1.5 Respect for trade union rights

#### 4.1.5.1 Union freedom

Our employment contracts draw attention to who the contracting parties are within the agreement, but does not interfere on whether they belong to a union or indeed which union.



#### 4.1.5.2. Compliance with the union agreement

Idealcombi A/S complies with the basic ILO conventions adopted by Denmark:

The 8 basic conventions are:

- Convention no. 29: Forced or compulsory work.
- Convention no. 105: Abolition of forced labour.
- Convention no. 138: Minimum age for access to employment.
- Convention no. 182: Action against the worst forms of child labour.
- Convention no. 87: Freedom of Association and protection of organizational rights.
- Convention no. 98: The right of association and collective bargaining.
- Convention no. 100: Equal Pay
- Convention no. 111: Discrimination in employment

Idealcombi A/S has through membership of the Danish Construction Association agreements with the following contract partners:

- 3F
- HK
- Teknisk Landsforbund
- Dansk Metal
- Dansk EI-forbund

#### 4.1.6 Health and Safety at Work

Idealcombi A/S has a number of policies and schemes that must support the daily work on health and safety. The policies must help ensure that our employees, regardless of age and life situation, experience Idealcombi as a safe workplace.

Smoking Policy  
Alcohol and drug policy  
Pregnancy policy  
Senior policy  
Health scheme in connection with pensions





#### 4.1.7 Dialogue with the local community

We seek to be an active part of the local community. Our activities range widely, and cover, among other things:

- Various sponsorships for the local community.
- Membership of the trade union association in Hurup, Thy.
- Thy Business Forum (Is a starting point for the collaboration between Thisted Municipality and the other players in the local business community).
- Local training centres EUC and VUC. The 2 centres are our partners when we regularly plan and run AMU, FVU and OBU courses.
- Primary schools in Thy. Collaboration on visits and internships.
- Job center in Thisted. We collaborate on internships and integration.

##### 4.1.7.1 Activity house Limfjorden

We have a long-standing and close cooperation with the institution Aktivitetshuset Limfjorden. Limfjorden is a workplace for people with permanent physical and mental impairment. Here, valuable employment is offered to citizens in need of this. In order to accommodate all citizens, the house is divided into a workshop with production, a day centre with assembly work and creative workshop, a kitchen where employment with food, hygiene etc. and a spacious house, called Kløvermarken, is offered, where citizens in need of close contact, rest and structured frameworks have the opportunity to work.

The purpose of working on Limfjorden is to have a valuable and rich day, where, regardless of the individual needs you have, you can still contribute to the society with valuable work that is needed. Limfjorden offers you help for the necessary personal and practical tasks as well as for your development and maintenance of physical and mental skills. - link to website.

<http://www.thisted.dk/Institutioner/institution/limfjorden>

#### 4.1.8 Integration prize

We were the very proud recipient of Thisted Council's Integration Award 2019. In the motivation for the award, the chairman of the Integration Council stated, "Idealcombi receives the award as Company of the Year because they have created a workplace that contributes to good integration. The company has a great understanding of what it is like to be new in Denmark. It has employees from Syria, Eritrea and Iran to be introduced to the Danish labor market. "

The award from the Integration Council is given to a company or association that makes an extra effort to integrate and include young immigrants and refugees in our local community.

#### 4.1.9 Education and competence enhancement

In the spring of 2019, Idealcombi A / S received the Danish business and high school's continuing education award. It happened on the recommendation of EUC-North-West and VUC Thy-Mors. These are 2 educational institutions with which we have had a close and fruitful collaboration for a number of years. We are very proud to receive "The continuing education award". It is great to be recognized for the work we do in our daily lives.

Idealcombi A / S generally gives high priority to continuing education of the company's employees, and we have had a strong focus, in particular, on production employees in recent years. Among other things, we have been implementing dyslexia education (OBU), which has gradually become a regular part of our daily lives. Once employees have been employed for a year, they are screened for their reading skills, and those of our employees who are in the target group for this are offered OBU courses during working hours.

#### 4.1.9 FSC®

We have been FSC®-certified since 2011 (FSC-C108592), and today we only use FSC-certified and controlled wood in our doors and windows.

This means that our products meet the requirements of private and public builders for responsibly sourced wood and we can document this, whether the project is to be DGNB-certified or Nordic Ecolabelled, or there are simply requirements for responsibly sourced wood. In other words, we have made it easy for our customers to document managed use of the forest's resources. FSC is an international non-profit labeling scheme for wood and paper. FSC neither produces nor sells goods. You will find the FSC label on products made of wood and paper, which you can buy with a clear conscience. This is because in an FSC forest, no more wood is felled than the forest can reproduce. At the same time, the FSC is a guarantee that animals and plant life are protected and that the people who work in the forest are trained and receive proper safety equipment and pay. The FSC is the only global wood labeling scheme that has broad support from green organizations such as WWF, Greenpeace and Forests of the World, social organizations such as the BAT cartel and from companies worldwide.



Miljømærket for  
ansvarligt skovbrug

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