

ESG

IMPACT RAPPORT





Autistic people are like snowflakes
Not two are alike!



*Eight years ago, I asked myself
the question, "Do I fit in?"*

– Today, I create space for everyone.



As a person with autism and ADHD, my journey has not been easy. Finding one's place in a society that is often not built for neurodivergent people can be a significant challenge, leading to isolation, self-doubt, and an unnecessary waste of valuable potential.

In 2018, I decided to start GladTeknik A/S with a clear vision: to create a workplace where people like me—people with diagnoses who often struggle to find employment—could be given a real opportunity.

What started in a dorm room has grown into a company with nearly 50 employees, 80% of whom have diagnoses such as autism and ADHD. Seeing the transformation in our employees, mirroring my own journey, is an incredible driving force for me. It reaffirms my belief that everyone has the potential to achieve great things when given the right environment.

By extending the lifespan of electronic devices while providing neurodivergent individuals with the opportunity to harness their unique talents in a supportive and inclusive workplace, we are not only taking social responsibility—we are building a business model aligned with the circular economy, which is the foundation of the future.

These efforts align with ESG principles, and our ongoing journey toward B Corp certification ensures that we continue to make a lasting, positive impact on both people and the planet.

Today, GladTeknik is more than just a place where we repair computers and electronics – we rebuild people in the process.

Mathias
Founder & CEO, GladTeknik



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We want to be a driving force for positive change.

This ESG Impact Report has been prepared in the same spirit with which we run GladTeknik – with a continuous desire to learn, improve, and inspire those around us. The report highlights the initiatives we implement in our daily operations across environmental and climate efforts, social responsibility, and corporate behavior.

By sharing our experiences and best practices in social responsibility and ESG in general, this report aims to contribute to a broader dialogue in the field and perhaps inspire others to take steps toward more sustainable and responsible business models.

As a result of our continuous growth and increasing interest from our stakeholders in GladTeknik, we are now ready to take the next step toward B Corp certification.

The B Corp certification is a globally recognized standard that sets a high bar for companies that combine financial success with social and environmental responsibility.

The certification is a guarantee that the company operates with a holistic approach to business, where profit and positive impact go hand in hand. It serves as an external validation that enhances the company's credibility and demonstrates our commitment to responsible practices—both socially and environmentally.

As part of our preparation for certification, we present this impact report. It outlines our progress in environmental (E), social (S), and governance (G) areas.

We hope that our reporting provides you, as a reader, with an inspiring insight into how we at GladTeknik work with responsibility and ESG, and where we are headed.

GladTeknik has always operated with the purpose of being more than just a business—we strive to be a driving force for positive change.

Mission statement

We unleash superpowers in people with diagnoses and activate their full potential by creating an inclusive and supportive environment.

By repairing and reusing computers, mobiles, and tablets, we minimize unnecessary consumption and actively contribute to reducing electronic waste, while simultaneously driving positive change in society.

Vision

We activate superpowers and represent a responsible and circular future.

Our mission is to unlock and empower the unique superpowers of individuals with diagnoses, creating a space where they can reach their full potential. We achieve this by establishing the right physical and psychological conditions for our fellow human beings.

We believe that these extraordinary individuals possess special abilities and perspectives that can bring valuable contributions to society. Through support, encouragement, and opportunities for personal growth, we strive to create an inclusive environment where diversity is valued and celebrated, and where each individual has the opportunity to thrive and flourish.

We are committed to promoting social responsibility among our employees and partners, encouraging them to be ambassadors for inclusion, diversity, and respect. We believe in the power of collaboration and in sharing our unique perspectives to foster a more understanding and tolerant society.

At the same time, we are dedicated to repairing and reusing electronic devices such as computers, mobile phones, and tablets, extending their lifespan and reducing the need for new production. By focusing on responsibility and environmentally friendly actions, we actively contribute to reducing electronic waste and shaping a more sustainable future for generations to come.

Through our actions, we aim to drive positive change in society and inspire others to make socially and environmentally responsible choices.



GladTeknik has a strong focus on social inclusion, resource optimization, and environmental responsibility. From day one, this has been a fundamental part of our DNA.

Ambassadors for Neurodiversity

By combining technology, social responsibility, and environmental accountability within a business model, we optimize resources to a degree that attracts attention from NGOs, politicians, foreign companies, and the Danish business community.

We are ambassadors for neurodiversity in the labor market and make a dedicated effort to share our experiences for the benefit of society as a whole.

Since 2018, we have been working with circular solutions for electronic products through repair and reuse, down to the smallest components. At the same time, we create a workplace where neurodivergent employees receive the conditions they need to thrive and fully utilize their unique talents. We take pride in our growth, employing over 50 people, more than 60% of whom are neurodivergent.

Our business model is becoming increasingly relevant as more people are identified as neurodivergent while the planet's resources dwindle. We must face this reality.

A Circular Business Model

Our sincere desire to contribute to the circular economy is reflected in GladTeknik's business model.

It is based on the repair of technology and the principle of extending the lifespan of products. In this way, we reduce the need for the production of new units and the resulting waste, thereby contributing to minimizing e-waste. It is a conscious stand against the irresponsible "buy-and-dispose" mentality regarding products that can be used for many more years—sometimes simply by replacing a few components.

We are not only meeting our customers' desire for a more responsible and circular consumption model. The economic benefits of repair also make our model financially attractive.

The company has been scaled through its own profits and is experiencing healthy growth—the kind of growth that arises when a business prioritizes employee well-being, acts with social responsibility, and takes responsibility for customer needs, the planet's valuable resources, the environment, and the future we create together.

Neurodiversity in the Workplace – It Is Possible

This makes GladTeknik a frontrunner in promoting neurodiversity in the labor market within a circular business model. It is a mark of recognition when we receive awards such as Børsen's Gazelle, Diversity Award, and SME of the Year, among others.

Framework for Our Efforts



GOVERNANCE



WORKERS



COMMUNITY



ENVIRONMENT



CUSTOMERS

In a world where words are diluted, and actions matter more than ever, B Corp certification helps us make our initiatives, standards, and ambitions concrete.

In this section, we provide insight into some of our efforts, which we hope will inspire others to embark on the same journey. Because we are on a journey – not towards an endpoint, but towards continuous improvement, getting better day by day.

ESG is not just a “license to operate”; it is already deeply embedded in our core values and DNA. We use ESG principles as the foundation of our business, but we want to go further—we strive to be even more ambitious and ensure that we never stagnate in our development and relevance in this world.

That is why we have chosen B Corp certification as a tool to help us achieve our ambition of being a responsible business, firmly rooted in ESG principles.

B Corp certification is a comprehensive and globally recognized standard used to evaluate a company’s social and environmental performance. It strengthens a company’s credibility through external validation and demonstrates a commitment to environmental and social responsibility.

This certification supports our desired development and builds trust among customers, employees, partners, and investors by ensuring that we meet high standards of accountability.

This section of the report is structured according to B Corp’s five core pillars—Governance, Workers, Community, Environment, and Customers—which align closely with ESG principles.



The term “neurodivergent” or “neurodivergence” is used to describe a person whose brain function and way of thinking have atypical characteristics.

Neurodivergent individuals may have a wide range of diagnoses, including ADHD (ADD), autism, dyslexia, OCD, or others. The word “divergent” can be translated as “different” or “unconventional.”



Pioneers

GladTeknik is a pioneer in the Danish society when it comes to workplace inclusion, which places high demands on our leadership to be present and engaged in the company.

We have chosen to operate based on a mission statement that challenges our responsibility at all levels.

Our social and environmental impact are among the primary indicators we measure— even in cases where it does not yield immediate returns.

We have seen that, in the long run, this approach fosters healthy and responsible growth that compensates for temporarily limited profits.

We operate with a governance structure that ensures accountability and transparency in all aspects of our work.

Pioneering new paths while growing at the same time places high demands on a company’s organization and leadership. When we succeed, it is thanks to specific factors that we are highly conscious of.

Developing clear practices for how we operate makes it easier for both leadership and employees to align with the company’s values and ethical guidelines.

We have established policies and procedures for the following:

- Ethical Business Conduct
- Code of Conduct
- Whistleblower Policy
- Anti-Harassment Policy
- Employee Handbook
- Onboarding and Offboarding Procedures
- Work Safety Policy
- Procurement Policy
- Ethical Marketing Policy

HR Makes It All Possible

We manage a wide range of employee needs while navigating flexible working hours and schedules.

GladTeknik’s business model requires leaders who can inspire and motivate on a more personal level—leaders who actively engage with employees to ensure the success of the development plans we create together.

This demands a high level of presence and empathy from our leadership. That’s why, for example, our HR manager spends 80% of their time with employees and only 20% in front of a computer.

This approach allows us to immediately recognize when a development plan needs adjustment or when an employee requires motivation and guidance.



Our employees are our most valuable resource, and we are committed to their well-being and development. We strive to see them thrive in both their professional and personal growth.

Development Must Be Included in the Budget

Our employees are our most valuable resource, and we are committed to their well-being and growth. We want to see them thrive in both their professional and personal development.

That's why GladTeknik's leadership allocates a dedicated budget to ensure that employees have the opportunity to enhance their skills in areas that are meaningful and value-creating for their roles.

This initiative supports our commitment to employee development while ensuring that our team stays at the forefront of the latest technology and industry best practices. We firmly believe in investing in our employees' competencies.

Diversity Makes Us Stronger

Diversity is at the core of our company—from our foundation to our employees, leadership, executive team, and board of directors. Over 60% of our employees are neurodivergent, while the remaining are neurotypical.

Diversity promotes broader representation and ensures that decision-making is based on real-world experience rather than theoretical foundations that may not work in practice.

GladTeknik's governance structure also ensures diversity at the board level, where 33% of the board members are women. Currently, there is a higher proportion of men employed, with 19% of full-time employees being women. We are committed to changing this to achieve more balanced representation across all aspects of our company.

Trust and Security Through the Whistleblower Program

With a whistleblower program that allows employees to anonymously report any unethical or problematic behavior, we ensure that everyone feels safe in a transparent and secure work environment.

This program is not just a formality—it is an essential part of the company's ethical foundation.

Hold Us to the Same Standards We Demand from Our Suppliers

The procurement policy we have implemented ensures that all our suppliers adhere to strict social and environmental responsibility requirements.

This includes documentation of their practices, ensuring that the entire supply chain aligns with ESG principles and B Corp standards. For example, 95% of our electronic component purchases are carefully selected to ensure they come from responsible suppliers.

The result is a transparent and responsible supply chain, benefiting both us and our customers.

Dedicated ESG Communication Role

ESG requirements help us reach new standards and continuously evaluate ourselves. Implementing changes often requires additional resources, which is why we have dedicated an employee specifically to communicating and implementing ESG initiatives within our organization.

To achieve our initiatives and make ESG efforts a collective responsibility within the company, we believe it is essential to clearly communicate what we are working on, why we are doing it, what changes it will bring, and how these will be implemented.

That is why we have dedicated an employee solely to ensuring that our ESG initiatives are developed, implemented, and communicated to all relevant stakeholders.

This means:

- We educate our employees on ESG requirements, including knowledge of social and environmental challenges relevant to our industry.
- New employees are introduced to B Corp, the Code of Conduct, the Code of Ethics, and our ESG goals.
- Leaders and employees have ESG performance goals incorporated into their job descriptions.



The Heart of GladTeknik

Our employees are our most valuable resource – they are the heart of our business. This is where “GladTeknik” gets its “Glad” from.

It is our responsibility to create the best possible conditions for our employees, ensuring that they thrive and feel empowered to be the best version of themselves—both professionally and personally.

Today, we employ over 60 people, with more than 60% being neurodivergent. GladTeknik is proud to be one of the most inclusive workplaces in Denmark.

Through close collaborations with municipalities such as Furesø and Hvidovre, GladTeknik has helped create meaningful employment opportunities for individuals with diagnoses who might otherwise struggle to find work.

We have observed that many neurodivergent individuals who have been outside the workforce often carry a personal history beyond their diagnosis and core symptoms.



One of our employees struggled to make his work life function, experiencing exhaustion after just a few days in the workforce. When he joined GladTeknik, the same pattern emerged, making it clear that something wasn't working.

Our leadership took the time to have a conversation with him and, through genuine interest and engagement, uncovered the root cause of the issue: he was suffering from severe sleep problems.

Through dialogue and compassionate questioning, we worked together to find a solution—one that included adjusting his working hours to better align with his natural sleep cycle.

Today, he is one of our top technicians and responsible for his own area. His transformation was made possible through flexibility, a willingness to find solutions, and the care to ask about the underlying cause.



Where they have felt different, misunderstood, and in need of being seen in a new way to fully unlock their potential.

We have successfully changed this. Employing individuals with diagnoses requires additional resources and a willingness to think differently, whether they are in flex jobs or young people who have not yet found their footing in the workforce.

However, we experience numerous benefits from fostering an inclusive and supportive workplace – one that creates happy and engaged employees.

Mental Health as a Driver of a Healthy Work Environment

Mental health in the workplace is a crucial factor in creating a healthy work environment and a thriving organization.

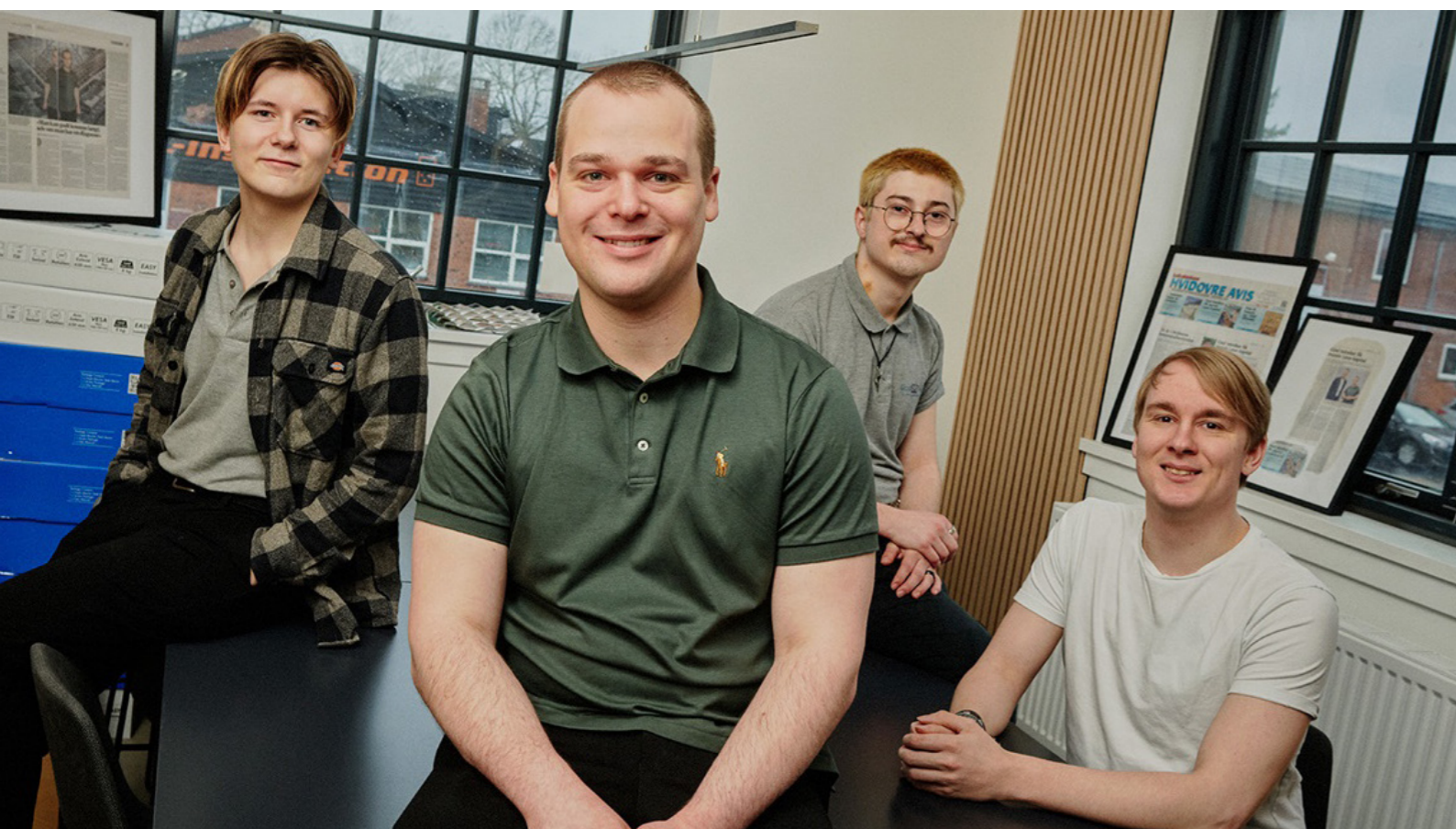
A good work environment is about more than just

physical conditions – mental well-being plays a vital role at GladTeknik in terms of employee satisfaction, productivity, and overall workplace culture.

By actively listening to our employees' perspectives, engaging in their well-being, and setting clear and realistic expectations, we foster a positive and supportive culture.

We are deeply committed to supporting our employees as whole individuals.

Our employees work under varied conditions, with different schedules and workloads, tailored to meet their individual needs. In collaboration with each employee, we create a work structure that benefits both them and the company, ensuring a balance between personal well-being and workplace demands.



Here, the HR manager spends 80% of their time with employees.



At GladTeknik, it is a priority that our HR manager — whom we also call our “care person”—spends 80% of their time with employees and only 20% at the computer.

They conduct ongoing individual well-being conversations, providing opportunities to enhance each employee’s overall satisfaction and engagement. These discussions go beyond work — they also focus on mental health, lifestyle, nutrition, sleep, physical activity, and overall well-being.

The purpose of these conversations is to support and coach employees as needed, whether in understanding their diagnosis and developing coping strategies or receiving individual guidance to improve their health and well-being.

External Environment for Inner Peace

At GladTeknik, we believe in open spaces—both physically and mentally. The work environment plays a crucial role in our employees’ well-being, productivity, and overall job satisfaction.

We have seen firsthand the transformative impact of meeting fundamental yet often unconventional needs, including adjustments to the physical workspace, to create an environment where employees can thrive.

To provide the best possible conditions for our employees, we listen to their specific needs. Each employee is asked about their preferred working conditions—for example, some may request a quiet workspace, while others may need a room with minimal lighting.

We view employee involvement in shaping their work environment as a valuable investment and a top priority to ensure they have optimal working conditions.

All our offices are equipped with:

- Sound-absorbing acoustic panels
- Height-adjustable desks
- Individually controlled heating in each room
- Adjustable lighting over workstations

Employees can also request workstation arrangements, such as facing walls to reduce visual distractions or having partitions between desks for improved focus.

For those who need additional quiet space for deep work, we provide access to our MuteBox, a specially designed workspace that enhances concentration. This contributes to higher productivity and, most importantly, employee well-being.



Our employee management approach is called ROHI – Return On Human Investment.



Psychosocial Work Environment from the APV

90%

Workload

A reasonable balance between task expectations and the allocated time.

96%

Collaboration

Necessary help, support, or feedback from colleagues or management.

90%

A break

A break in a room where no work is conducted and without disruptive noise.

100%

Conflict Management

Rarely experiences having to deal with dissatisfied customers.

Growth Through Work Life

Personal and professional growth is an essential part of life, enabling individuals to unfold their potential and feel fulfilled in the workplace.

That's why we prioritize opportunities for our employees to strengthen their skills, pursue education, or acquire new knowledge in meaningful ways.

Through regular employee development meetings, we assess individual needs and aspirations for training, certification, or internal role rotation within GladTeknik.

This could include:

- A technician pursuing a specialized course or obtaining an Apple certification
- A retail employee enrolling in a communication or conflict management course
- An employee training to become a workplace safety representative (AMR)

We are committed to supporting these aspirations, ensuring our employees have access to the necessary resources to grow and develop.

We go to great lengths to fulfill these aspirations, offering flexibility in work hours and remote work options to support employees who are also pursuing further education.

Our goal is to create a supportive and inclusive environment that encourages both personal and professional growth, allowing employees to fully utilize their talents and potential.

When asked what "HR" stands for, one of our employees responded:

"It means that another human being makes their resources available to those who need them."

That's why we invest in our employees' development, allowing them to enhance their skills in meaningful and value-creating areas that benefit both their roles and GladTeknik as a whole.

This initiative reinforces our commitment to personal and professional growth, while also ensuring that our team remains at the forefront of the latest technology and industry best practices.

The result is a healthier work culture and greater job satisfaction among our employees.

Our Employees Thrive

Employee well-being is reflected in the results of our latest Workplace Assessment (APV) from 2023, where 100% of employees stated they would recommend GladTeknik as a workplace.

This level of satisfaction is significantly higher than the industry average. Our employee turnover rate is just 10.6%, compared to the national average of 22.5% (Denmark Statistics, 2023).

We are extremely proud of this achievement, as it remains the most important indicator we measure. Our employees stay with us for a long time, and the investment we make in them comes back to the company in the form of:

- Deep expertise
- Optimized workflows
- High customer satisfaction
- Happy employees
- A stronger company

At GladTeknik, we call this:

"ROHI – Return On Human Investment."

Gläd  Teknik



Community and Social Responsibility

For us, society is the place where each of us can find strength when we need it most. It is where we build a sense of belonging and create the “village” needed to nurture and support the whole individual.

The realization of how much of a difference we can make—both for individuals and for society as a whole—when we act with social responsibility is the driving force behind GladTeknik.

These principles are the foundation of our company and the basis of our growth. Being there for others creates a domino effect, one that we strive to continue through our efforts to spread awareness and knowledge about neurodiversity in the workplace and by building a business rooted in circular economy principles, extending the lifespan of products and reducing waste.



Neurodivergent Individuals Often Face Complex Challenges

Many neurodivergent individuals struggle early in life to find their place in society. This is not only a deeply personal challenge but also one that affects families and the broader community.

The number of people diagnosed with neurodivergence is steadily increasing, and it is estimated that around 15% of the world’s population is neurodivergent to some extent. Many experience a sense of being different and feeling excluded as early as elementary school.

This is a loss for both individuals and society, leading to a reality where far too many people simply do not thrive.

We want to change that. And we have a model that works—tested in practice and proven effective.

Creating Impact on Multiple Levels

Workplace inclusion should be the new norm, and we are actively working to expand our business model and knowledge across society — particularly to decision-makers who can help make inclusion a standard practice in the business world.

At the same time, we want to give hope to young people facing neurodivergent challenges.



It is a gain for society when our citizens thrive. And it is possible to help far more people thrive in the labor market.

First, as a society, we must acknowledge that we are facing a challenge that wastes valuable resources.

A Model That Promotes Well-being and Value on Multiple Levels

The model we have developed creates positive value on three levels in society:

- Individual
- Social
- Economic

Gennem vores indsats på dette område, går vores bidrag til samfundet langt ud over blot at skabe beskæftigelse.

Ved at ansætte neurodivergente medarbejdere, inkluderer vi de uslebne diamanter på arbejdsmarkedet. Her får de som skatteydende borgere en oplevelse af at bidrage til samfundet og blive en del af løsningen.

Et dybt menneskeligt behov, som er så essentielt for basal trivsel.

At kunne tilbyde den succes til vores medarbejdere, er en konkret samfundsmæssig gevinst, der er understøttet af virksomhedens samarbejde med kommuner og NGO'er.





My ADHD is a gift wrapped a bit poorly. But once you open it, it turns out to be a great gift.



Sebastian Bull, actor



Go' Morgen Denmark, TV2

Our PodCast, GladPodcast

Ambassadors for a Future-Oriented Model

GladTeknik has successfully built a sustainable business based on the unique qualities of people who are often overlooked by society. We see a significant waste of resources, often caused by ignorance and lack of experience. Addressing this issue requires a shift in leadership mindset and a willingness to invest in greater inclusion.

We need knowledge-sharing and an upgrade in how businesses prioritize and allocate resources.

The model we have developed and succeeded with is attracting interest from the business sector, public authorities, international stakeholders, NGOs, and political actors who are eager to learn more.

We regularly receive visitors who want to explore how they can apply our approach in different contexts.

Knowledge is the Key to Change

We see it as an essential part of our role as ambassadors to share our knowledge and experiences about neurodiversity in the workplace, ensuring that our model becomes a new "normal" alongside the existing labor market.

Glad and Honest Podcast

GladPodcast is a heartfelt and inspiring podcast created in collaboration with Mads Marius, focusing on how diagnoses can be transformed into strengths. Through honest and moving conversations, employees share their personal experiences with diagnoses such as autism and ADHD.

In addition, the podcast features insightful guests from various fields, including former Microsoft director Niels Soelberg, actor Sebastian Bull, business executive Charlotte Holmer Kaufmanas, social media personality Martin Noxness, and Silke Ena Svare Erbo, co-founder of Autisme Ungdom.

These guests bring unique perspectives on neurodiversity and social responsibility.

GladPodcast offers a deep and insightful look into their lives, where challenges become unique strengths—empowering both individuals and the workplace.

It is more than just personal stories – the podcast is a source of hope, community, and understanding. For those living with diagnoses, it fosters recognition and motivation.

For employers and colleagues, it provides insight and empathy, demonstrating how an inclusive work environment can enable all employees to grow and thrive.

With episodes such as: "The Workplace of the Future: How to Make Room for Everyone," "You Can't Read Your Way to the Solution – You Have to Listen," "The Magic of the Right Work Framework," and "From Dishonest Bosses to an Honest Workplace," we cover a wide range of topics that inspire our listeners.

The podcast is accessible to anyone seeking more knowledge. You can find GladPodcast on our website: <https://gladtalent.dk/gladpodcast/> – or on the many podcast platforms where you usually listen to podcasts.

Participation in Radio/TV

Having a voice on popular platforms helps spread our message more effectively than anything else.

The TV show "Løvens Hule" had an average viewership of approximately 660,000 Danes when GladTeknik appeared on screen.

That opportunity provided invaluable awareness of GladTeknik's mission.

GladTeknik's founder, Mathias, stepped onto the stage and presented the mission to the entire nation, resonating with the core values that investor Jacob Riisgaard stands for. Jacob invested in Mathias' and GladTeknik's mission by acquiring 10% of the company.

This has opened the doors to numerous media mentions and articles about the business model we aim to establish as a norm in the labor market.

It has also enabled us to share our knowledge and experiences through various podcasts, radio programs, and interviews.



Panel Debate – 20-Year Celebration of Specialisterne, Prinsens Palæ

Another way to share knowledge is by participating in panel debates. Our founder, Mathias, had the honor of attending the 20th-anniversary celebration of Specialisterne at Prinsens Palæ in the National Museum, where Her Majesty Queen Mary was also present.

The discussion focused on turning diagnoses into superpowers in the workplace, with the message:

“Diagnoses are not a barrier, they are our strength,” resonating throughout the room.

Panel Debate at Specialisterne STU

At Særligt Tilrettelagt Uddannelse (STU), we discussed the transition from STU to further education and employment. Specialisterne STU is a three-year IT-oriented program designed specifically for young people with autism or similar qualities.

During the debate, we were reminded of an insightful quote from a former STU student, now training as a metalworker:

“Autistic individuals are like snowflakes – no two are the same.”

Presentation at Autisme Personale Træf 2023 and 2024

What is Autisme Personale Træf? Autisme Personale Træf is a themed event aimed at educators and professionals who work with young people and adults with Autism Spectrum Disorder (ASD), primarily Asperger’s syndrome.

Presentation at the ADHD Association Conference 2024

We had the privilege of speaking at the ADHD Association’s Conference alongside Camilla Louise Ganzhorn, CEO of the ADHD Association, discussing key challenges and opportunities in supporting individuals with ADHD.

Presentation at the Opera House – Danish Entrepreneurs

Mathias, GladTeknik’s CEO, had the great honor of delivering a talk at the Danish Opera House as part of an inspiring event alongside some of Denmark’s most prominent entrepreneurs.

Presentation at the Danish Agency for Labour Market and Recruitment

We had the opportunity to share GladTeknik’s journey, offering insights into how we have built an inclusive company where over 80% of employees have one or more diagnoses.

Additionally, we contributed valuable input to the Annual Disability Policy Summit.

Conference – Network for Strategic Sales and Marketing

Being invited to speak at the Network for Strategic Sales and Marketing in collaboration with Danish Industry (DI) provides a significant platform to influence the Danish business sector’s understanding of inclusion.



We take pride in sharing our experiences with neurodiversity in the workplace.

Invited to Tokyo

Decent Work Labo, a non-profit organization supported by one of the Japanese ministries and dedicated to promoting inclusive work environments, visited GladTeknik in Denmark. The Japanese researchers sought insight and a deeper understanding of how we work with inclusion and neurodiversity in the workplace.

This visit led to an invitation to Tokyo to participate in a symposium on inclusion and neurodiversity. It was a great honor to share our experiences in a discussion forum with leading experts and researchers.

We also gained valuable knowledge to bring back and share, benefiting our own community.

There is a strong interest in how leaders can understand and act on the increasing awareness of neurodiversity in society and within our organizations. Naturally, we contribute with the knowledge we have in this field.

We discussed how an open approach to neurodiversity enhances innovation and creates more inclusive and dynamic teams.

The invitations continue to come in, and we appreciate every opportunity to share our insights. Here are just a few examples of events where we have contributed:

- Leadership Day
- The Pharmaceutical Industry’s Psychiatry Conference
- The Danish Agency for Labour Market and Recruitment
- Velliv Association’s Online Event at Folkemødet 2024
- Special Skills
- Mental Talk
- Jesper Buch’s Entrepreneur Academy
- Kenmay Leadership Network
- Vejle Municipality







Gaining Insights from Inside Our Company

GladTeknik is a company that must be experienced firsthand. That's why we are always happy to open our doors when there is interest in our model and an opportunity to provide a deep, firsthand insight.

Our visitors range from school classes exploring the future of work to influential business leaders and politicians eager to understand how we are successfully paving the way for greater inclusion in the labor market.

Seeing our company from the inside has been a source of great inspiration for many of our visitors, including:

- Morten Bødskov, Minister for Industry, Business, and Financial Affairs
- Ane Halsboe-Jørgensen, Minister for Employment
- Brian Mikkelsen, CEO of the Danish Chamber of Commerce
- Dinero
- 6th grade students from Valby School
- Autisme Ungdom
- Danish Industry (DI)
- Glad Fonden
- Anders Wolf Andresen, Mayor of Hvidovre Municipality, and former Mayor Helle Adelborg
- Charlotte Haagendrup, Deputy Mayor of Egedal Municipality

- Børsen's Gazelle Award 2023
- Diversity Awards 2024
- Diversity and Inclusion Initiative of the Year
- Nominated for Diversity Award 2024
- CEO of the Year 2023
- Nominated for SME of the Year 2024
- Nominated for Owner-Manager of the Year ESG Frontrunner, among others.

Municipal and NGO Partnerships

– Essential for a Strong Start

Everyone has a shared interest in ensuring that young neurodivergent individuals have a positive experience in the labor market from the very beginning.

This helps counteract the unfortunate trend we see, where young people with diagnoses often face setbacks in their working lives. That's why it makes perfect sense for us to maintain close collaborations with municipalities and private initiatives.

We work with organizations such as UngeGuiden Roskilde, Roskilde Municipality, Rødovre Municipality, KFUM Social Work, and Specialisterne to provide the best possible support for neurodivergent youth.

Awards and Recognitions

Our forward-thinking business model is a cause close to our hearts, and with the passion that drives our efforts—not just from our leadership but from our entire team—receiving awards and nominations is a huge recognition of our work.

The Value Chain Extends Beyond Denmark

We are highly aware that Denmark is not the only society in the world, and our responsibility as a company extends far beyond national borders.

We have a duty to understand the entire value chain. Therefore, we not only set high standards for our procurement policies but also for our suppliers.



Community

We are aware that we are a small player, which means we cannot directly influence our suppliers to make more responsible choices. However, we can purchase responsibly and, hopefully, inspire change in the process.

We are also mindful of the impact on local communities where raw materials are extracted

and components for our many devices are manufactured.

This is one of the reasons we have chosen a circular business model, and in the following section, we will explore the real difference we can make for the environment and climate.



We consider ourselves a socially responsible company, but at GladTeknik, responsibility goes beyond positive engagement in society—it also means ensuring that we treat our planet with care.

We are committed to ensuring that our work benefits the environment rather than simply maximizing profit. Acknowledging that our industry – electronic devices—is one of the most environmentally taxing, we see it as our responsibility to contribute to the solutions.

We align our efforts with ESG requirements and follow guidance toward becoming a B Corp-certified company.

In this section, we highlight how we contribute to sustainable development, present our CO2 accounting, outline the initiatives we have already started, and address the challenges we face.

This is part of our policy for transparent and ethical communication, ensuring that we move toward climate goals with accountability.

CO2 Accounting Reveals Key Areas for Action

To reduce our climate impact, we first needed a clear understanding of our footprint.

GladTeknik engaged an approved third party to collect and validate data on our impact within Scope 1, 2, and 3 emissions.

By gathering data on energy consumption, production, transportation, and other activities, we have been able to calculate our total CO2 emissions and identify areas where we can reduce our environmental footprint.

The reported data covers 2023, and below, we provide insights into our CO2 accounting:

Scope 1 & Scope 2



0.3 t - Direct emissions / Scope 1
4.2 t - Indirect emissions / Scope 2

Scope 3



201.5 t - Direct costs
7.5 t - Mileage reimbursement, travel expenses
5.4 t - Freight
4.4 t - Postage
2.3 t - Electricity, heating, fuel
<0.1 t - Rent/Leasing

Scope 1 Direct emissions from the company's own activities (e.g., vehicle use, production).

Scope 2 Indirect emissions from purchased electricity, heating, and cooling.

Scope 3 Indirect emissions from the value chain, such as suppliers, transportation, and product usage.

The Key is Extending Product Lifespan

By extending the lifespan of electronic devices by 50-100%, total CO2 emissions can be reduced by up to 50%. This highlights the need for a "Right to Repair" policy to promote longer product lifecycles.

For this reason, we have calculated CO2 savings for selected products from Apple, Acer, ASUS, HP, and Lenovo, as these are the brands we service most frequently.

The savings are based on repairing instead of purchasing a new device.

The selected models provide an average CO2 reduction per brand for the most common repairs, including: screen replacements, battery replacements, keyboard repairs, fan replacements, and component-level repairs.

Since the calculations are based on individual Life Cycle Assessments (LCA), we methodically follow ISO 14040. Additionally, the CO2 calculations adhere to the IPCC Global Warming Potential 100-year standard, which is the widely accepted method for measuring CO2 emissions.

Using LCAs for each product, we have estimated the share of total emissions attributed to a given component and compared it to the overall emissions of the device.

This approach allows us to estimate CO2 emissions for a screen replacement versus purchasing a new computer, thereby determining the CO2 savings achieved.

More details on data collection, processing, and the assumptions behind the calculations can be found at www.gladteknik.dk.

Electronic devices

Electronic devices	Total Embedded CO2 (kg/unit)	Lifespan (years)	Product Weight (kg)	CO2 Prevention with 50% Extended Lifespan (kg/unit)	CO2 Prevention with 100% Extended Lifespan (kg/unit)	CO2 Prevention with 100% Extended Lifespan (kg/kg unit)	Waste Prevention with 100% Extended Lifespan (kg/unit)
Desktop	372,8	4	6,7	18,2	27,6	2,22	3,4
Display	393,6	5,8	6,4	20,3	30,7	2,11	3,2
Laptop	283,4	4	1,9	48	72,7	0,64	1
Mobil	50,5	2,5	0,2	110,1	166,8	0,05	0,01
Notebook	22,7	2,5	0,1	67,2	101,7	0,04	0,05
Tablet	116,1	2,3	0,7	56,5	85,7	0,22	0,3
PC accessories	27	4	0,8	11,1	16,9	0,26	0,14



Business-Related Focus Areas

There are several general areas that we, as a company with offices, workshops, and regular consumption, strive to be mindful of.

The initiatives we have taken are solutions that benefit both the environment and our business.

We continuously monitor our own consumption and work towards reducing it wherever it makes sense.

Heat Pumps as a Heating Source

Heat pumps are one of the most environmentally friendly energy solutions because they utilize the heat naturally present in the ground and air. At the same time, they provide a cost-effective solution that helps maintain a comfortable indoor climate.

We see heat pumps as an essential part of creating a comfortable and sustainable work environment for our employees, as they allow individual temperature adjustments in each room.

Green Certified Electricity

Energy is the largest contributor to climate change. As part of our optimization efforts, starting in October 2024, we have chosen to purchase "Green Power" from Ørsted, ensuring that our electricity consumption is covered by certified energy from European wind turbines.

It is important for us to have a guarantee that electricity equivalent to our consumption is produced through certified renewable sources, thereby helping to reduce the negative climate impact of energy consumption.

FSC-Certified Packaging from Danish Producers

GladTeknik uses cardboard packaging for all our shipments. Cardboard, paper, and carton are natural and recyclable materials. Previously, we sourced our packaging from China, but today, we purchase FSC-certified packaging from a Danish supplier that manufactures it in Denmark.

The FSC label guarantees that no more trees are cut down than the forest can naturally regenerate. Parts of FSC-certified forests are fully protected, and areas with endangered animals and plants are safeguarded.

Any cardboard that cannot be used for boxes is shredded and repurposed as filler inside our packages. To minimize waste, we use cardboard and recycled paper that precisely fits the devices we handle.

To prevent product damage, we use a special inflatable bubble wrap designed specifically for phones, PCs, and tablets. This contains less plastic than standard market packaging.

By relocating our packaging production from the Far East to Denmark, we have also achieved a significant CO2 reduction in transportation emissions.



Types of Waste

Cardboard

All cardboard that can be included in the recycling system is processed accordingly. The "cardboard" category includes all the cardboard we receive. However, we also have a residual stock of cardboard that cannot be recycled within the system or shredded for packaging material.

Today, our waste cardboard is collected by HCS, a Danish partner that ensures our cardboard is handled and distributed for recycling within the EU.

Paper

Paper waste is generated primarily from shredded paper, which is sent into the recycling system as standard paper waste.

E-Waste

E-waste (electronic waste) is an expected byproduct of our work with electronic devices. However, we reuse as much as possible,

including defective motherboards, which are passed on to electronics engineers who salvage functional microchips.

Metal

Metal waste at GladTeknik typically consists of computer spare parts made of metal that cannot be stored or used in other repairs.

Soft Plastic

Soft plastic includes all plastic materials from spare parts, packaging from incoming and outgoing shipments, and plastic from our own use, such as tape and office supplies. We sort this plastic carefully to ensure it can be recycled.

Hard Plastic

Hard plastic waste typically comes from computer spare parts that cannot be reused because they contain soldered elements or electronic components.

Climate-Compensated Parcel Shipping

We recognize that shipping parcels back and forth generates CO2 emissions. In our commitment to sustainability and climate responsibility, we have partnered with PostNord to support their initiative, "Parcels with Care".

Starting in Q4 2024, all GladTeknik shipments will be sent using PostNord's climate-compensated shipping solutions.

The climate contribution is calculated based on the average CO2 emissions for a parcel's journey within Denmark and the Nordic region.

Through this initiative, we also support projects such as the Danish Nature Fund and the Climate Forest Foundation, helping to preserve nature, biodiversity, and climate resilience.

As a new offering, we provide our customers the option to use PostNord's "green" pickup locations (currently available only in Aarhus), allowing them to make a more responsible choice.

Each parcel is delivered fossil-free from PostNord's distribution center (using electric vehicles or HVO biodiesel), and customers have the option to return cardboard packaging for recycling.

Sorting of affald

We strive to consider all aspects of our consumption, including the waste we generate within our company.

As recycling opportunities and waste management systems continue to improve in society, we are also enhancing our own waste-handling processes.

The mindset that a product's life cycle ends the moment we no longer need it is what creates imbalance in our consumption patterns.

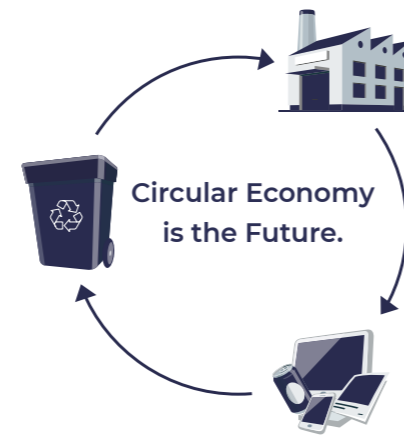
When sorting our own waste, we aim to account for as much of the product's life cycle as possible. This is a valuable and thought-provoking process that helps us make better decisions when shipping packages or choosing solutions for our company.



Glad



Teknik



Why Circular Economy Works

Our circular business model is about using resources more efficiently and creating a closed-loop consumption system that also serves as a foundation for responsible economic growth.

At GladTeknik, we create a loop for electronic products that would otherwise have a short, linear lifecycle.

We repair and return products to consumers, significantly extending their lifespan and fostering a circular economy. In 99% of cases, spare parts can be sourced, meaning that most items can be repaired rather than replaced.

In many cases, repairing a device is also more cost-effective than replacing an entire computer, for example.

Most repairs involve replacing just a single component, preventing functional electronics from being discarded unnecessarily.

While we cannot eliminate the use of electronics, we can make better choices by opting for circular solutions that are better for the environment.

Electronics Are an Integral Part of the Future

Electronic devices play a crucial role across all industries globally, but electronic waste (e-waste) disproportionately affects low-income communities and vulnerable ecosystems in developing countries.

IT products are essential to our daily lives and the functioning of society, yet they contribute significantly to greenhouse gas (GHG) emissions.

Both factors make it critical to address the environmental and climate impact of electronic waste.

Why Do We Repair?

Beyond our specialized expertise in repairing electronic devices, GladTeknik has long recognized the urgent need to change how we consume resources.

There is no longer any debate—it is clear that action is needed to protect both the environment and the workers in the electronics industry.

Our circular business model is part of the solution—not only by reducing CO2 emissions but also by minimizing the volume of hazardous e-waste.

Estimated Data for Electronic Devices in Source Reduction Scenarios

Category	Brand	Production CO2 Savings (kg)	Production CO2 Savings (%)	Transport CO2 Emissions (kg)	Production + Transport CO2 Savings (kg)	Including GladTeknik Operations CO2 Savings (kg)	Including GladTeknik Operations Savings (%)
Battery	Apple	146.8	96.84%	2.84	144	134.3	88.61%
	Lenovo	396.4	96.75%	2.84	393.6	384	93.71%
	HP	176.8	95.50%	2.84	174	164.3	88.75%
	Acer	259.9	96.00%	2.84	257	247.4	91.39%
	Asus	209.4	96.08%	2.84	206.6	196.9	90.35%
	Dell	240.9	97.11%	2.84	238.1	228.4	92.08%
	Average					235.5	225.9
Fan	Apple	150.1	99.00%	2.84	147.3	137.6	90.76%
	Lenovo	405.7	99.00%	2.84	402.8	393.2	95.95%
	HP	183.3	99.00%	2.84	180.4	170.8	92.25%
	Acer	268	99.00%	2.84	265.1	255.5	94.39%
	Asus	215.8	99.00%	2.84	213	203.3	93.27%
	Dell	245.6	99.00%	2.84	242.8	233.1	93.97%
	Average					241.9	232.2
Screen	Apple	107.5	70.90%	2.84	104.7	95	62.67%
	Lenovo	288.4	70.39%	2.84	285.6	276	67.35%
	HP	138.8	75.00%	2.84	136	126.4	68.25%
	Acer	171.5	63.35%	2.84	168.6	159	58.73%
	Asus	150.6	69.10%	2.84	147.8	138.1	63.37%
	Dell	134.9	54.36%	2.84	132	122.4	49.33%
	Average					162.4	152.8
Keyboard	Apple	148.6	98.00%	2.84	145.7	136.1	89.76%
	Lenovo	401.6	98.00%	2.84	398.7	389.1	94.95%
	HP	181.4	98.00%	2.84	178.6	168.9	91.25%
	Acer	265.3	98.00%	2.84	262.4	252.8	93.39%
	Asus	188.4	86.41%	2.84	185.5	175.9	80.68%
	Dell	243.1	98.00%	2.84	240.3	230.6	92.97%
	Average					235.2	225.6
Component	Apple	150.9	99.50%	2.84	148	138.4	91.26%
	Lenovo	407.7	99.50%	2.84	404.9	395.2	96.45%
	HP	184.2	99.50%	2.84	181.4	171.7	92.75%
	Acer	269.3	99.50%	2.84	266.5	256.8	94.89%
	Asus	216.9	99.50%	2.84	214	204.4	93.77%
	Dell	246.8	99.50%	2.84	244	234.4	94.47%
	Average					243.1	233.5



Towards a Global “Right to Repair” Framework

The growing demand from both consumers and policymakers for global guidelines supporting the “Right to Repair” is driven by the need to reduce e-waste and promote a circular economy.

In the EU and the UK, legislation has already been implemented, requiring manufacturers to make repairs more accessible to both private consumers and businesses.

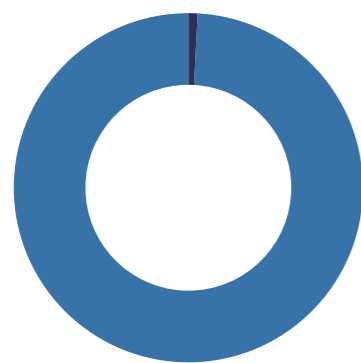
Therefore, it is crucial to ensure the next step in the initiative – that customers have access to repair services, where GladTeknik is part of the solution.

We are proud to be front-runners in the circular economy by repairing consumer electronics. In 2023 alone, we handled approximately 10,000 repair cases, and considering that producing a new computer can generate up to 283.4 kg of CO2, GladTeknik significantly reduces CO2 emissions by returning repaired devices into circulation.

We take pride in successfully repairing 81.5% of the devices we receive, extending their lifespan. This means that devices that would have otherwise become waste are instead repaired and reused within our business model.

Until we achieve the political momentum required for international consensus on Right to Repair, we are actively implementing it in our society through our social and circular business model. We hope to inspire its expansion, enabling us to reduce, reuse, and recycle as much as possible.

Repair Rate for Insurance Companies



- 96,9 Repaired
- 3,1 pct. Total Loss

CO2 Emissions Are Rising

Up to 3-4% of the world’s CO2 emissions come from the tech industry—including the manufacturing, operation, maintenance, and disposal/recycling of IT devices.

The continued digitalization of society increases the amount of data produced, stored, and processed, leading to higher energy consumption.

E-Waste Is Increasing

E-waste is one of the fastest-growing waste streams in the EU, yet less than 40% is recycled.

By extending the lifespan of devices, we can significantly reduce the amount of electronic waste generated, which is crucial for achieving climate goals.

In 2022, 62 million tons of e-waste were generated globally.

Only 22.3% was officially collected and recycled.

Hazardous Waste

E-waste contains potentially harmful materials that pollute the environment and pose serious health risks to people working in informal recycling.

Unregulated e-waste recycling can cause severe health issues, with children and pregnant women being especially vulnerable.

It is estimated that up to 30 million people are exposed to hazardous chemicals in recycling centers.

The ILO (International Labour Organization) and WHO (World Health Organization) estimate that millions of women and children working in informal recycling globally may be at risk of exposure to dangerous e-waste materials.

The Burdensome Origins

The production of new computers, mobile phones, and other digital devices requires extensive mining of essential minerals such as tin, copper, tungsten, and tantalum – many of which come from conflict zones and unregulated mining operations.

This mining has severe consequences for both the environment and human rights.





A Trustpilot score of 4.8 shows that we have happy customers.

We Celebrate Happy Customers

Happy and satisfied customers are the foundation of GladTeknik's existence. Ultimately, they are the reason we can continue our mission and realize our vision.

Our Trustpilot score of 4.8 and Google score of 4.9 demonstrate that our customers are highly satisfied with our services—something that is extremely important to us. We serve both private and business customers.

We offer fast repair times, troubleshooting, remote support, on-site technical assistance, and pickup services.

That's why we focus not just on cost-effective solutions, but on the best solutions for our customers.

Many providers use lower-quality components, which can lead to further technical issues over time, ultimately becoming more expensive and frustrating for the customer.

This damages long-term trust in a company and negatively impacts customer satisfaction.

At GladTeknik, we aim to extend product lifespans and ensure customer satisfaction. That's why we only use the highest-quality parts from responsible suppliers in our repairs.

Financial and Environmental Benefits for Customers

Many of our business customers operate under the same ESG requirements that we follow ourselves.

We understand how important it is that, as a supplier and partner, we actively contribute to our customers' positive development and progress.

When a company with numerous electronic devices chooses us as a partner, it not only enhances their ESG reporting but also demonstrates our shared commitment to building a circular economy—benefiting the environment, climate, and people.

By offering repairs instead of new product purchases, we help our customers save money while also reducing their environmental footprint.

Ethics and Data Security

Handling our customers' electronic devices is a matter of trust, requiring strict security procedures and a guarantee of ethical guidelines.

We are committed to ensuring data security and fully comply with GDPR in the handling of both data and content—whether related to the electronic devices we repair or in our communication with customers.



DESK CABLE TRAY

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DESK CABLE TRAY



The customers contribute to the circular economy.

We engage with our customers where they are – online. That’s why we make it a priority to share tips and tricks on how to get the most out of their electronic products through social media and our blog.

We believe this is an essential part of customer satisfaction and good service.

It All Sounds Great – But We Are on a Journey

As a company, we are on a journey together with our customers. We strive to be open and honest about where we stand and what we need to improve.

Maintaining a high level of credibility in our brand is extremely important to us. That’s why we have developed a policy for ethical marketing.

Our ESG specialist ensures that our communication aligns with the Green Claims Directive, ensuring transparency and accuracy in how we communicate sustainability efforts to consumers.

The last thing we want is to mislead or make claims that we cannot fully substantiate or have not yet fully achieved.

When presenting our initiatives, we openly acknowledge that we are continuously evolving, becoming aware of new challenges and opportunities for improvement as we progress toward greater responsibility.

Valuable Knowledge in Inclusion and Circular Economy

At GladTeknik, we hold valuable expertise – both in the inclusion of people with “superpowers” and in building a business based on a circular economy.

We Make Choosing Easy

Repairing consumer electronics is becoming increasingly relevant, and today’s consumers seek accessible solutions that allow them to contribute to more responsible consumption.

Our repair model works because our customers experience fast turnaround times, excellent service, and financial benefits.

This makes it easy for consumers to choose the more responsible option—repairing instead of discarding.



Customer Advisory Services

At GladTeknik, we also advise our customers on how to extend the lifespan of their products, helping them reduce resource consumption and environmental impact.

We Calculate Your CO2 Savings

We have implemented a CO2 calculator on our website, allowing consumers to see how much CO2 they save by repairing laptops and other devices instead of buying new ones.

This is part of our commitment to transparency and helps meet customers’ growing demand for insight.

Through this tool, we guide customers toward responsible choices, making them aware of the significant CO2 savings they can achieve by repairing rather than replacing their devices.

Common Issues Customers Face

Most customers are not technical experts and often don’t know why their electronic device suddenly stops working. In many cases, the cause is something simple, such as:

- A small spark of static electricity from the body can damage the computer’s sensitive components.
- Dust buildup inside computers can affect performance and lead to overheating.
- Regular cleaning of a computer’s interior can extend its lifespan and reduce the risk of repairs.



We want to be part of the generation that takes responsibility, serving as inspiration for those to come — there must be space for everyone.

GladTeknik's story is not just about a company choosing to repair computers. It's the story of how diagnoses become strengths, how sustainability turns into action, and how every employee contributes to something bigger than themselves.

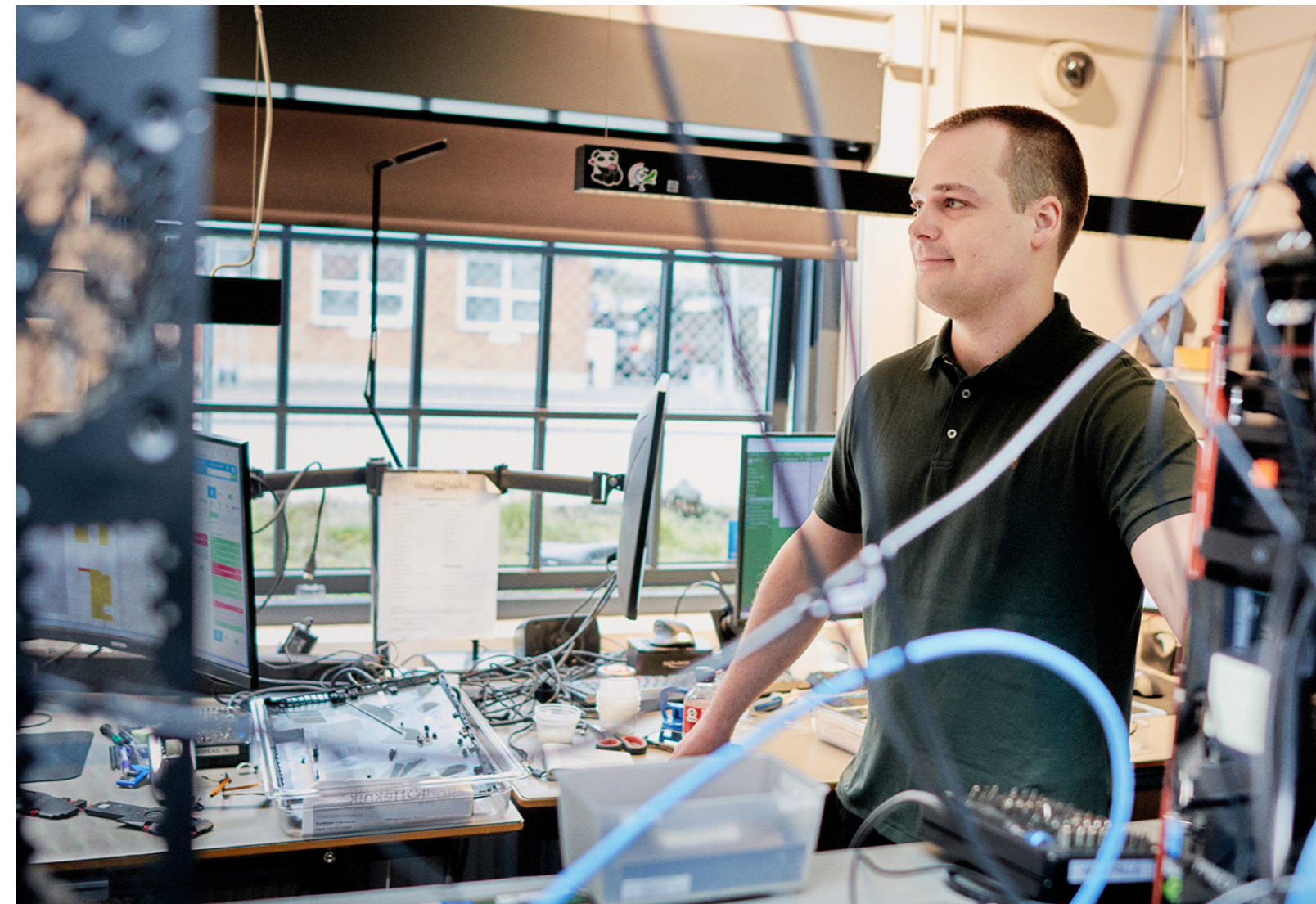
We believe that together, we can rethink the labor market—by creating space for everyone.

We stand by our responsibility as a company, and our commitment to ESG principles and B Corp certification supports our promise to make a difference.

We look forward to continuing to grow, learn, and evolve with the same dedication to social and environmental responsibility. What we've achieved so far is only the beginning.

With our employees leading the way, customers by our side, and a growing community of supporters, we see a future where we can do even more — not just as a company, but for society as a whole. GladTeknik is proof that responsible business and human care can go hand in hand.

We are proud to share our story and hope it will inspire others to take similar steps. Together, we create progress — one repair at a time.



Awards and Nominations



At GladTeknik, we always put in our best effort, and we are proud of the recognition it brings.



Vinder af
DANISH
Diversity
AWARDS 2024
**Årets diversitets-og
inklusionsindsats**
"Fremme af neurodiversitet"
GladTeknik



DANISH
DIVERSITY
AWARD



NOMINERET TIL
Årets SMV 2024
ESG FRONTRUNNER

We unlock superpowers in people with diagnoses and activate their full potential by creating an inclusive and supportive environment.

By repairing and reusing computers, mobiles, and tablets, we limit unnecessary consumption and actively contribute to reducing electronic waste, while simultaneously creating positive change in society.

Glad  Teknik

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