Alucaiter CSR-policy

The Alucaiter vision is to gather and keep top notch competencies and thereby create a knowledge powerhouse, branding us as the strongest partner delivering network, security and datacenter services.

We therefore daily thrive to

- Being among the leading suppliers of Cisco-based solutions in Denmark.
- Being the preferred branch workplace for high quality network-competencies.
- Seeking new paths to deliver and develop services encompassing our customers' requirements.

Internally, Alucaiter is a community for our consultants, freely sharing knowledge and experiences through a friendly and nerdy environment. We make a big number of purchasing the newest tools and gadgets and giving our employees the space and time to experiment and deep dive. The Alucaiter workplace is allowed both to be a efficient delivery house as well as a technological playground.

We value recruiting employees who are engaged, co-working-efficient as well as technically curious. We look at the human being as a whole and accept the individual as they are. Psychological diagnoses, stress-history or health problems do not have a say in out recruiting process. We have open arms and have a proven record of welcoming odd existences.

It is therefore in direct alignment of our view on the whole being, that we accept and encourage our employees to use part of their workhours to do social work, ie. voluntary humanitarian societies, fundraisers and assisting in deployment of social events.

Our philosophy is, that happy employees yield happy customers. We therefore weigh close customer relations highly, endorsing daily and direct dialogs with our consultants. Our customers do not want contact to a random employee, instead they prefer a well-known trusted partner, with in-depth knowledge of their infrastructure and company setup. We deliver just that.

No two of our customers are alike. Our concepts reflect this through a very high degree of flexibility. We plan our services for the exact level, the customer requires. Solid concepts, high level of combinations and a close customer dialogue ensures a good balance of service, quality and price.

It is essential for Alucaiter to offer our customers the best possible technical solution at the best possible price, with the expandability, technological lifespan and sustainability in mind. We focus on the long-term customer relations.

Alocaiter aims for a low environmental impact. We buy and sell energy- and environmentally efficient hardware solutions. We receive used IT equipment, we re-use and recycle used hardware directly or in cooperation with certified recycling companies under strict supervision.

We even include circular design and economy on our service designs. The newest example is SafeNet, deploying re-used and refurbished Cisco-only equipment.

In our customer contact and services, we prioritize remote services, phone communication or virtual/online meetings. Only when only option is physical transport to the customer we use our primarily electric cars, hybrids or public transport.

In-house we prefer a high degree of ecological goods including vegetables and daily consumption.

Alucaiter mission statement

We at Alucaiter believe that we all must do an extraordinary effort to ensure our planet and its inhabitants a healthy and safe future. To help this along we take responsibility for our impact and for our contribution to a sustainable future.

To ensure this, we encourage all our employees, Partners and Customers to back our environmental performance and contribute to make our world a healthier, cleaner and better place. This does not limit our efforts to technical solutions, but includes social, humanitarian, and economical support for others less fortunate than us.

It is Alucaiter's goal to be renowned for our sound balance between the needs of the Customer, the employees and company. Our life philosophy is, that these three relations go hand in hand, and only through balancing these needs, quality – growth and success will thrive.

Through an active and present employment relationship we attract and keep highly qualified employees, who prioritize the informal tone and extended freedom under responsibility. We believe that flexible workforce in a flexible company creates a flexible environment for the customers.

Alucaiter's activity building blocks are Decency, Quality, Professionalism, Sustainability and Employee Satisfaction.

We at Alucaiter are well aware that the IT industry is responsible for a significant load on the planets rare metals and resources. It is therefore Alucaiter's goal to have a very low climate impact.

We buy and sell energy- and environmentally sustainable solutions. We take back used hardware, we re-use or recycle used hardware directly or through cooperation with companies specialized in environmentally safe handling of IT equipment.

All our services are centered around circular design and economy. One example is our newest service offer, SafeNet, based on recycled and refurbished hardware.

Being a Cisco-only networking and services partner, we fully back Cisco's environmental goals and guidelines and align our services, products, and recommendations with these.

Our Goals are:

- By 2026 have 100% emission-free company fleet vehicles for customer support
  (2024: 60% of company fleet service vehicles compliant)

- By 2025 incorporate circular design in 80% of our new products and services
  (2023: 100% new products based on Cisco Circular Design)

- By 2025 engage in Cisco's energy-saving Wifi and switching settings and strategies in all Alucaiter office buildings

- By 2025 ensure 100% diversion of e-waste generated from our activities from landfill

- As a Cisco-Only Power-house, we will support Cisco's goals and align our workflow, goals and strategies towards these.

Statements:

- We will help our customers in the journey towards environmentally sustainable business practices.

- We will only partner with others equally committed to preserving our planet and ensuring the environment.

- We will prioritize and endorse low-carbon footprint alternatives for transport, traveling and meetings

- We will be open to auditing and interviewing about all the above.