

Denmark

Business Guide

Compiled by:

Embassy of Switzerland in Denmark

Copenhagen, December 2017

ARRIVAL AND DEPARTURE

Valid – not expired - passport or ID card is sufficient for arrival and departure.

LANGUAGES USED FOR BUSINESS

Danish is the official language.
English is commonly used as business language.

PUBLIC HOLIDAYS

Danish National Public Holidays 2017, 2018 and 2019

2017	2018	2019	
Jan 1	Jan 1	Jan 1	New Year's Day
April 13	March 29	April 18	Maundy Thursday
April 14	March 30	April 19	Good Friday
April 15	April 1	April 22	Easter Sunday
April 16	April 2	April 22	Easter Monday
May 12	April 27	May 17	General Prayer Day
May 25	May 10	May 30	Ascension Day
June 5	June 5	June 5	Constitution Day
Dec 24	Dec 24	Dec 24	Christmas Eve
Dec 25	Dec 25	Dec 25	Christmas Day
Dec 26	Dec 26	Dec 26	Second Day of Christmas
Dec 31	Dec 31	Dec 31	New Year's Eve

The majority of establishments in Denmark are closed on the above mentioned public holidays. This applies to shops, banks, museums and restaurants.

HEALTH AND INOCULATIONS

No special health precautions or inoculations are necessary. Tap water is safe to drink. Good overall hygienic situation.

TIME ZONES

Denmark is in the Central European Time Zone and changes from summer to winter time and vice versa at the same time as Switzerland.

TIME DIFFERENCE BETWEEN SWITZERLAND AND

There is no time difference BETWEEN Switzerland and Denmark (see above).
There is – though – a time difference between Switzerland and Nuuk, Greenland, (GMT-3) of 4 hours.

ELECTRICITY SUPPLY

220 volt - European bi-polar plugs. Swiss plugs (apart from the “Dreiphasenstecker”) do not need an adapter in Denmark.

METHODS OF PAYMENT

The local currency is the Danish “Krone” (1 DKK = 100 Øre): (1 CHF = 6,44 im November 2017). The use of credit cards is very widespread and all major credit cards are accepted, even for smaller amounts.

TRANSPORTATION

There is a good network of public transport by flights, bus, train, metro or boat. For all regions in Denmark, see website www.rejseplanen.dk
In major cities, **public transportation** is very well developed. Tickets can be bought at the major stations, but also at stores such as 7Eleven.
For Copenhagen, see: <https://dinoffentligetransport.dk/service/for-tourists/>)

BY AIR

Denmark has a number of airports, the biggest of which is **Copenhagen Airport** on the island of Zealand. There are direct routes to Copenhagen from most major airports around the world, and most major airline operators have regular flights to and from Copenhagen.

Billund is Denmark's second busiest airport. Located on the Jutland peninsula, it is close to the LEGOLAND. A free shuttle bus service is operating from Billund Airport to the nearby areas.

Aarhus Airport is Denmark's 3rd busiest and is located on the outskirts of Aarhus, on the Jutland peninsula. Aarhus Airport is a good place to start when exploring the Danish North West.

Copenhagen Airport: <https://www.cph.dk/en/>
Billund Airport: <https://bll.dk/en-en>
Aarhus Airport: <https://www.aar.dk/?SetLanguage=EN>

Domestic flights are offered by the following companies:

Scandinavian Airlines: www.sas.dk
Air Alsie: <http://www.alsie.com>
Danish Air Transport: <https://dat.dk>
Nordic Seaplanes: <https://www.seaplanes.dk/>

And to Greenland and the Faroer Islands, which are part of the Danish Kingdom.

Air Greenland: <https://www.airgreenland.com>
Atlantic Airways: <https://www.atlanatic.fo/en>

BY SEA

There is daily ferry traffic between Sweden, Germany, Norway, and regular connections to Poland and England

http://www.scandlines.dk	ferry to Sweden and Germany
http://www.stenaline.dk	ferry to Sweden, Germany, Poland and England
www.polferryes.dk	ferry to Poland
http://www.colorline.dk	ferry to Norway
www.fjordline.com/da	ferry to Sweden and Norway

BY ROAD

Depending on where to go, **buses** can be a good (and often cheaper) alternative to trains or planes, e.g. www.flixbus.dk.

BY RAIL

The Danish rail network is well developed, but not as punctual as in Switzerland. Tickets can be bought at every train station (by credit card), or you can buy tickets online on www.dsb.dk. When

choosing an “orange” departure, you can save money. Always buy a ticket before entering the train.

HOTELS

See Denmark’s official website for tourism and travel information:

<http://www.visitdenmark.com/denmark/accommodation/hotels-denmark>

Especially in Copenhagen, hotel prices are quite expensive and similar to Swiss hotel prices. During bigger events (e.g. conferences), hotels are quickly sold out and more expensive.

COMMUNICATION

Telephone: the international country code of Denmark is +45.

Emergency: 112

Phone book on the internet: www.krak.dk (also for finding addresses on a map).

Correspondence by internet or e-mail is very common. Internet is available at public libraries, in some coffee shops and in most hotels.

CELL PHONES

It is highly recommended to carry a mobile phone with you. The mobile networks normally work without any problems everywhere in Denmark.

The major mobile operators are:

- YouSee (www.yousee.dk)
- Telmore (www.telmore.dk)
- Telia (www.telia.dk)

BUSINESS HOURS

Normal business hours are from 9.00AM to 4.30PM.

Since the liberalisation of the so-called Danish closing hour law 1 October 2012, the shops in Copenhagen are allowed to stay open every Sunday and longer on Saturdays and weekdays.

Opening hours vary though, and department stores and supermarkets usually stay open longer.

Outside ordinary shopping hours various kiosks are open for sale of tobacco, newspapers and sweets etc. Bakeries, florists and souvenir shops are usually open seven days a week.

ADDRESSES AND OPENING HOURS OF THE EMBASSY OF THE COUNTRY IN SWITZERLAND

Kgl. Dänische Botschaft, Deutschland, Schweiz, Liechtenstein

Rauchstr. 1D-10787 Berlin
Tlf: +49 30 5050 2000
beramb@um.dktyskland.um.dk

ADDRESSES OF THE SWISS EMBASSY AND CONSULATES

Embassy of Switzerland
Richelieus Allé 14
2900 Hellerup

E-Mail: cop.vertretung@ea.admin.ch
Internet: www.eda.admin.ch/copenhagen

**For consular matters in Denmark, please contact:
Embassy of Switzerland in Stockholm**
Regional Consular Center Nordic and Baltic Countries
Valhallavägen 64
Box 26143
100 41 Stockholm Sweden
Phone: +46 8 676 79 00
E-Mail: nordischestaaten@eda.admin.ch
Internet: www.eda.admin.ch/stockholm

TIPS FOR INITIATING BUSINESS CONTACTS

Recommendable timings for first contacts are autumn as well as January until end of June. During the main holiday season in July and in the pre-Christmas period, business activities are on a very low level.

BUSINESS PRACTICES

General

Danes are open and direct in their communication. Danish organizations are transparent and Danes communicate in a straightforward way. The atmosphere of a meeting is important. Be well prepared for the conversation and highlight similarities.

Formality

The distinction between "De" (Sie) and "du" does exist in Danish, but Danes address each other by their first names and with the pronoun "du". Hierarchy in general is quite flat, which is reflected in the company and work structures. The "De" (Sie) is very rarely used, e.g. in official complaint letters or as a marketing measure. The Royal House, though, is always addressed with "De" (Sie).

When it comes to business clothing, Danes are more informal than Swiss business people.

To say thank you

Danes say thank you for a meeting, for coming, for your reply, for having seen each other lately (tak for sidst), for having seen each other yesterday (tak for i gaar), for the meal, to the host (tak for mad), etc.

Moderation

Related to the Law of “Jante” (Janteloven), boasting and self-promotion are regarded negatively. “Janteloven” is the description of a pattern of group behaviour towards individuals within Nordic countries that negatively portrays and criticises individual success and achievement as unworthy and inappropriate. Modesty, humility and personal restraint are positive traits in Denmark.

Date: 7th December 2018

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