

Employee handbook



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We welcome you as an employee at KHRS

K H R S

KHRS is a service company in the Facility Management industry that was established back in 1981. The company has existed for more than 41 years and contains more than 67 different nationalities. Our services fulfil the requirements of the Service Standard and is accredited by DS (Dansk Standard), which is our customers' guarantee of high quality, decency, and morality. Due to the enriching experience KHRS has acquired over the years, a professional approach to the work has been developed, which has resulted in long-lasting relationships with satisfied partners. For this reason, it is a condition that you, as an employee of KHRS, display quality awareness and appear service minded. For the same reason, the focus will be on a positive development of the professional competence level, which deals with the individual employee but also the company as a whole. Employees at KHRS will therefore be included in specialized and internal training and education programs on an ongoing basis.

To avoid misunderstandings and at the same time ensure good cooperation, it is important that the employee handbook is read through. This contains relevant information about the company and specific guidelines that one as an employee must be aware of. The employee handbook can therefore be helpful in a situation where any questions may arise and therefore, it works as a reference work. The employee handbook will always be available by personal contact at the office or on the company's website: www.khrs.dk. The employee handbook is reviewed by management every year and changes can therefore occur. We ensure that the updated version is always available to you. If you have any unanswered questions, we encourage you to contact us.

K H R S

Vibevej 20. 3 tv
2400 København NV.

Telephone nr. + 45 35 36 22 09

Telephonic contact

Open for inquiry Monday to Friday during the period: 09:00 - 16:00.

Personal contact

Open for personal inquiry Tuesday and Thursday during the period: 11:00 - 13:00.

1. Employment and legal matters

1.1 Employment at KHRS

When you start your employment at KHRS ApS, we receive information about you. We, among other things, demand to see a valid working- and residence permit in Denmark. KHRS ApS is responsible for managing the information that is gathered in relation to employment – both during your employment and after your employment has ended. KHRS ApS is furthermore responsible for data security in relation to the managing of electronic personal data and the physical arrangement of the workplace. You are entitled to insight regarding the treatment of your personal data at KHRS ApS. This can be in relation to the goal of the data management, categorization of data, deletion of data and more.

1.2 Risk assessment

KHRS uses a checklist from the Danish Working Environment Authority in relation to the Risk assessment - a tool for mapping and prioritizing the working environment at each workplace. The Risk assessment focuses on the working environment by identifying the areas where there is a need for action and establishing a plan for how to improve the working environment. The law requires that all companies with employees must prepare a written workplace assessment.

At least once every three years, a review of the Risk assessment is carried out, in which a critical position of the working environment occurs from the management. The Risk assessment is also revised when changes occur in the work, including processes and methods that affect the working environment.

The Risk assessment must be accessible to both employees and the Labour Inspectorate.

1.3 Commitment and loyalty

It is fundamental for your employment that you contribute to the company performing as well as possible. Any kind of competition act or other breach of loyalty is considered gross breach and may lead to expulsion.

1.4 Termination

The termination must be in writing and cannot be made during the holiday by any of the parties. During the first three months of employment, the notice period is 14 calendar days from both

After 3 months' employment, the notice period is 14 days to the end of a month and the termination for both parties must therefore have arrived at the recipient no later than the 15th of the month at 24.00.

- After 2 years of employment, the notice period is: 1 month
- After 5 years of employment, the notice period is: 2 months
- After 8 years of employment, the notice period is: 4 months
- After 10 years of employment, the notice period is: 6 months

The notice of termination by the employee is always a maximum of one month.

Termination under the above must be for both parties to resign at the end of a month.

If you as an employee do not comply with the above notice of termination, the company is required to withhold 1/3 of your personal monthly salary,

1.5 Organization

KHRS has an agreement with 3F and is a member of the SBA (The Service Industry Employers 'Association), which is an organization under DI and HORESTA Employers' Association.

1.6 Pension scheme

When hiring, the employee is covered by a labour market pension. The pension scheme comes into force from the age of 20, provided that one of the following conditions is met: The employer's pension contribution amounts to 8% and the employee's contribution amounts to 4%. The total contribution is 12%.

1.7 Tax card

We collect your tax information electronically directly from SKAT. Remember to specify whether we should use your Main Tax Card (Hovedkort) or Secondary Tax Card (Bikort). If we use the wrong tax card, you must immediately notify us of the error so that we can retrieve the latest tax card from SKAT.

1.8 The Service Standard - Your guarantee of a reliable workplace.

KHRS is approved for the Service Standard, which proves that we are a company in which you can have a great trust - both as customer and employee, authority, and society.

The approval of the service standard at KHRS is your guarantee for a serious business partner and a guarantee for compliance with the relevant requirements within the Service Standard. The requirements include, among other things, financial certificates, personnel policy, staff training, environment, working environment, undeclared work, illegal labour, updated service certificates, insurance terms etc.

1.8 Criminal record

It is a condition for recruitment that a clean criminal record can be presented before the start date.

1.9 Sickness

Absence due to illness must be informed by telephone as soon as possible before the original meeting time on telephone 35 36 22 09 or to the closest superior. You may lose your right to sick pay for late notification.

When you get well, you must inform on the same number on your last day before 15:00.

Violation of the rules for notification of sickness is deemed to be a breach of the terms of employment.

1.10 Confidentiality

You must be confidential regarding everything you experience during your employment with KHRS, regarding customers and work colleagues. The confidentiality must not only be observed / kept during the employment, but also after your resignation.

Violation of the confidentiality and loyalty is considered as a breach of the terms of employment and may result in termination or expulsion.

1.11 Return of materials

When you resign from your position, you must return all materials, including uniforms, keys, ID cards, mobile phones and other items that may belong to KHRS and the customer.

2. General precautions and hygiene

2.1 Alcohol

Ingestion of alcohol or other intoxicants during working hours or arriving before meeting time is not permitted. Violation of this prohibition is considered as violent breach of employment and results in expulsion.

2.2 Working hours

It is expected that the agreed time of meeting will be observed in such a way that the work begins at the meeting time and that the length of the agreed breaks are kept. The weekly working hours are individual from employee to employee. You can be employed full time in 37 hours, part time of a maximum of 32 hours or as a replacement.

Working hours may vary and involve day, evening, night, and weekend work. Your working time is exclusive of 0.50-hour lunch break per day.

2.3 Hygiene

It is important to have a good personal hygiene. Therefore, we expect that you always appear well-off, presentable, and dressed in clean work clothes.

2.4 Chemicals

All our cleaners take the environment, health, safety into account and compliance with applicable law. We supply chemicals without perfumes and dyes which are eco-labelled with the Swan Brand or the EU Flower.

2.5 Diet

You must pay 12 kr. per. working day for the diet, consisting of a meal with tea, coffee, water, milk, or soda. If you pay for the diet, you get a supplement per day. worked hours. 1.00 kr.

2.6 Doctor and dental visits

Doctor and dental visits must take place outside working hours and be paid by the employee himself. If you need to be free for treatment during your working hours, this must be agreed with the management.

2.7 Payment of salary

Payment of salary takes place on the last banking day of the month. If the employee changes the bank or account number, this must be disclosed to the company.

2.8 Mobile phone policy

It is not allowed for KHRS employees to use their mobile phone during working hours. It may only be used during breaks and after the end of the working day in the staff / changing room. Violation of this will result in the termination of the terms of employment with KHRS.

2.9 Stay at work

All employees can maximum stay at the workplace 30 minutes after finished work.

2.10 Smoking

KHRS is a smoke-free workplace. This means that there must not be smoked in the company's rooms and vehicles. It is also not allowed to smoke in the customers' rooms or other areas. Smoking is only permitted during breaks and must take place on noted outdoor areas or in smoking rooms. Violation of this may result in termination of employment.

2.11 Work schedule

The work schedule is to the greatest extent made in consultation with the union representative or the employee concerned. The work schedule includes 4 weeks but can be changed with 2 weeks' notice. In special cases, changes may occur with 1 weeks' notice. The lunch breaks are added on the work schedule.

3. Working and training conditions

3.1 Work clothes and ID

All employees will wear recognizable KHRS work uniforms / workwear that are practical and functional. In addition, they will wear a visible KHRS logo, so there is no doubt about the employees' identity. All employees will wear a visible ID card, picture ID and function description.

3.2 Self-monitoring

All employees complete self-monitoring after each completed assignment.

3.3 Quality assurance

Our supervisors and inspectors carry out quality control, inspections, and samplings on a regular basis to ensure a high level of quality in the work.

3.4 Mileage allowance

All employees who drive in their own car for the company can receive a driving allowance according to the state's tariffs. A driving report must be completed, which must be approved by the management before the allowance is paid.

3.5 Training and coaching

We have prepared our own teaching material, which is thoroughly reviewed with all employees. All our employees receive the right instructions and training from the start. There will be task specific instruction in new work areas, and it is the inspector's responsibility that everyone gets the adequate training and instruction so that they are well equipped to work at the workplace and carry out the work responsibly, considering both health and safety. We use the concept of "peer-to-peer training".

We train our employees in:

- Cleaning method programs
- Task specific instruction
- Swan Brand og eco-friendly chemicals
- Safety data sheets and supplier instructions
- Correct dosage
- Machines
- Good ergonomics in relation to working postures and lifting techniques
- “Common sense principle”
- Safety, 112, 1813, poison line, and alarming
- First aid

Our inspectors are INSTA 800 certified and many of our employees have been given first aid courses. In addition, they have completed and passed the work environment training. We have guiding cleaning pads that are especially suitable for employees with different ethnic origins, in

which the material is more visual with images and symbols. They are located at the workplaces and are always available to the employees after the training.

3.6 Sign in and out sheets

All employees check in at the start and end of a task, to keep track of whether working hours, time consumption and presence are observed and kept.

4. Holiday and days off

4.1 Holiday pay

Holiday rules follow the provisions of the holiday law. All employees will be considered as much as possible, but it cannot be guaranteed that all holiday wishes will be met.

2.08 days are earned for each month's full-time employment. For part-time employees, earnings are reduced proportionately.

Holidays are earned in the calendar year, which runs from 1 January to 31 December (qualifying year). The holiday is held in the following holiday year, which runs from May 1 to April.

If you have any questions regarding your holiday pay, please contact KHRS at: 35 36 22 09,

Holiday Fund by phone: +45 35 24 80 95 or contact the Holiday Fund address:

Feriefonden for Hotel- og Restauranterhvervet
Vodroffsvej 32
1900 Frederiksberg C

4.2 Holiday days off

Permanent employees are entitled to one holiday day off after three months' employment, four holiday days off after six months' employment and five holiday days off after 9 months' employment.

4.3 Public holidays

Compensation is paid for work on the following holidays, if these days fall on a Sunday: 1st and 2nd Christmas day, New Year's Day, Maundy Thursday, Good Friday, 2nd Easter Sunday, General Prayer Day, Ascension Day, 1st and 2nd Pentecost.

5. KHRS expectations and values – work environment

5.1 Danish course

KHRS are understanding about the fact that some of our employees take Danish courses alongside the work. We therefore try as far as possible to accommodate teaching days and working hours.

5.2 Danish and English-speaking staff

Our demands are that our employees can at least communicate in writing and speak in either Danish or English. We have chosen to approve employees who are working on Danish courses and therefore cannot fully communicate in Danish yet. This is due to our desire to help our employees practice their language skills so that they can become a part of the Danish society and the labour market.

5.3 Employees

KHRS wants employees that:

- Comply to all environmental requirements, work environment requirements, KHRS' CSR policy and safety instructions
- Thinks about the principle of "common sense" in daily work
- Can work individually and in teams
- Prioritize quality and service and has a great responsibility
- Collaborate well with other employees, customers, supervisors, and inspectors
- Performs self-monitoring according to stated guidelines
- Has a big motivation and good behaviour and tone in the workplace

5.4 Controllers/service managers:

Many of our inspectors have been employees of KHRS for over 15 years and are competent, professional, and quality conscious. They have an eye for detail and have good managerial qualifications. They will regularly be present during the training period to quality assure and supervise that the work is carried out and the checklists completed daily.

6. KHRS' efforts for an appropriate work environment

6.1 Physical and mental work environment

We all have a responsibility for a good and well-functioning physical and mental work environment for both managers and employees. However, it is the management that has the overall responsibility for ensuring that the working environment works.

KHRS takes its social responsibility seriously and allows as much space as possible for employees who need special attention.

We will always avoid physical and mental stress for the individual employee, which can result in increased sick leave. Therefore, we take care of our employees so that we avoid accidents at the job. Occupational injuries and accidents must be reported and investigated with the purpose of initiating actions to prevent repetitions.

We see it as a valuable investment to focus on the working environment and to safeguard our employees' best interests:

KHRS' continuous efforts for a well-functioning physical as well as mental work environment have resulted in:

- Less sick leave
- Well-functioning and motivated employees every day
- Loyal and faithful employees
- Minimizes the risk of developing lifestyle diseases such as stress

6.2 Employee development interviews (MUS)

Employee development interviews happen once a year. It is the management that calls for the conversation. The call will be sent out in good time so both parties can prepare accordingly.

6.3 Bullying and negative behaviour

We have a responsibility to create a good work environment. To ensure this, all employees must be aware of them abiding to the policies of harassment, including bullying and unwanted sexual attention. All employees must be aware of what is expected of them, how we prevent and deal with infringing behaviour, bullying, or unwanted sexual attention, and where our employees can ask for help. Therefore, we expect that you, both internally in relation to management and colleagues as well as externally in relation to the company's customers and business associates, show appropriate behaviour and appropriate language.

Infringing behaviour is when one or more people treat other people at the company in a way that is regarded as degrading by the infringed. An infringing action differs from bullying, as it is not systematic in a similar fashion, along with the duration not being an independent parameter.

Bullying is when one specific person is repeatedly exposed to harassment over a prolonged period. A specific characteristic of bullying is that the bullied person cannot efficiently protect themselves from the harassment.

Unwanted sexual attention is any type of unwanted sexual suggestion or action, which infringes, humiliates, or frightens a colleague or the common decency at the workplace. This can be an unwanted touch, kisses, raunchy jokes, indirect or direct suggestions of sexual actions, unwanted discussions of sexual topics, and display of pornography.

No form of harassment, bullying, “funny comments” that can be misinterpreted, or unwanted sexual attention, is tolerated at our company. If any employee should practice one or more of the above-mentioned actions, it will result in employment-related consequences for said employee.

To prevent harassment at the workplace, all employees must consider the following rules:

Be respectful towards your colleagues.

Remember that people have different limits.

Try to say no immediately if you experience anything you regard as infringing or unwanted.

Always accept when a colleague says no.

Consult your supervisor or trusted colleague if you experience infringing behaviour, bullying, or unwanted sexual attention.

Intervene if you experience a colleague being exposed to infringing behaviour, bullying, or unwanted sexual attention (for example by consulting your supervisor or trusted colleague.)

6.4 Social platform

KHRS has prepared a social platform only for employees on Facebook. There will be ongoing updates on new initiatives, appointments, vacancies, and our employees have the opportunity to share knowledge and conversations on this forum. In addition, we have a company profile on LinkedIn.

6.5 Employee of the year

Each year, KHRS elects an "Employee of the Year" within each area, where each employee is rewarded for their good work. We consider it an investment that the exemplary employees are rewarded as it results in us having happy employees. In addition to the delegation of this year's employee, KHRS employees are spoiled for celebrations, such as Christmas.