

### To: Managers and Employees

#### Introduction

KHRS's personnel policy states that we do not accept any form of offensive behavior, including bullying, harassment, and unwanted sexual attention.

An action is considered offensive when a person experiences it as such. It can also be offensive to witness someone else being subjected to offensive behavior or being unjustly accused of it.

Offensive actions are considered bullying if they persist over a longer period, are severe, and if the individual is unable to defend themselves against the behavior. Offensive actions of a sexual nature include all forms of unwanted sexual attention.

#### Why well-being and prevention of offensive behavior are important to us

It is essential for KHRS that our employees thrive physically, mentally, and socially. A safe and respectful work environment is a prerequisite for us to deliver high-quality work and be good colleagues to one another.

Preventing offensive behavior is not only part of our core values – it is also a legal obligation under the Danish Working Environment Act. At a Danish workplace, we all have a responsibility to "intervene" if we witness a colleague experiencing distress or being subjected to offensive behavior.

#### KHRS's Principles

We strive for a culture and way of interacting that prevents offensive behavior.

We want an environment where we can talk about both professional and personal matters in an equal and respectful manner.

In relation to offensive behavior, KHRS's principle is that communication should be as neutral as possible concerning factors that might lead to discrimination – for example, age, disability, gender, ethnicity, and religion – and that recognition and praise should be based on professional or personal effort and competencies.

We also expect that KHRS employees behave in a way that does not invite others to comment on non-professional matters. This means, for example, that we expect everyone to use appropriate language and behavior, and to dress suitably for a workplace characterized by a high degree of diversity, where we serve as role models for one another.

If situations involving offensive behavior occur, KHRS's principles for handling them are:

1. The conflict should be resolved as close to the issue as possible

2. The local manager or supervisor plays a central role in preventing and handling cases of offensive behavior in accordance with these guidelines
3. Both/all parties must be heard and taken seriously
4. Discretion should help achieve the best possible outcome for all parties
5. Employment-related sanctions may be considered

### **Prevention – What We Do on an Ongoing Basis**

KHRS actively and systematically works to prevent offensive behavior through the following measures:

- Reviewing the employee handbook and policy on offensive behavior during recruitment
- Developing an e-learning module on the offensive behavior policy with voice-over in native languages (currently in development)
- Training and upskilling of managers, with a focus on identifying signs of distress and conducting care-related conversations
- Ongoing dialogue within teams and across the organization about well-being, collaboration, and respectful communication

### **If You Experience Offensive Behavior**

Offensive behavior can occur in many situations. The person in question may not intend to offend. Nevertheless, the action may still be experienced as offensive.

- **First advice:** Clearly tell the person that you do not wish to be subjected to that specific behavior. This can help the person understand that their behavior is perceived as offensive. In some cases, this may be enough to stop the behavior.

There may be situations where it is not possible for you to say something directly, for example, if you are too emotionally affected by the situation, or because the person holds a position of power over you.

- **Second advice:** Seek help from your manager, supervisor, or union representative. KHRS is obligated to ensure a workplace free from offensive behavior. Your manager or supervisor has a central role in this. If you find it difficult to approach them directly, you can first seek advice and support from your union representative.

However, it is important that your manager or supervisor is eventually involved in addressing the issue.

- **Third advice - Contact**

Nana Sbeihi (Operations Manager)

Telefon: +45 60 10 05 63

E-mail: [nana@khers.dk](mailto:nana@khers.dk)

Dijana Simic (HR Manager)

Telefon: +45 23 42 61 11

E-mail: [dijana@khers.dk](mailto:dijana@khers.dk)

**Alternatively, you can call our mainline number: +45 35 36 22 09**

If you are not comfortable with the above, or if your manager is the harasser, you should instead contact their manager; Nana Sbeihi or Dijana Simic.

### **If you experience harassment from external parties**

If you are subjected to inappropriate or harassing behavior from external parties – such as customers, guests, visitors, or employees hired by the hotels – the same principles apply as for internal incidents.

You must inform your immediate manager or supervisor as soon as possible. They are responsible for handling the situation and ensuring that you are taken seriously and protected.

The manager, in collaboration with HR, will assess how to best handle the situation, including whether to initiate a dialogue with the external party and whether further actions need to be taken.

### **What KHRS does**

Any report made to a manager, supervisor, or HR regarding harassment is taken seriously.

If a manager or supervisor receives a report of harassment, they will contact HR, and an investigation into the specific circumstances will be initiated.

This typically involves conducting individual conversations/interviews with the complainant, the alleged harasser(s), and any witnesses. As a general rule, both the manager and HR will participate in these meetings. You are welcome to bring a support person to the interview. You may also submit a written statement on your own initiative.

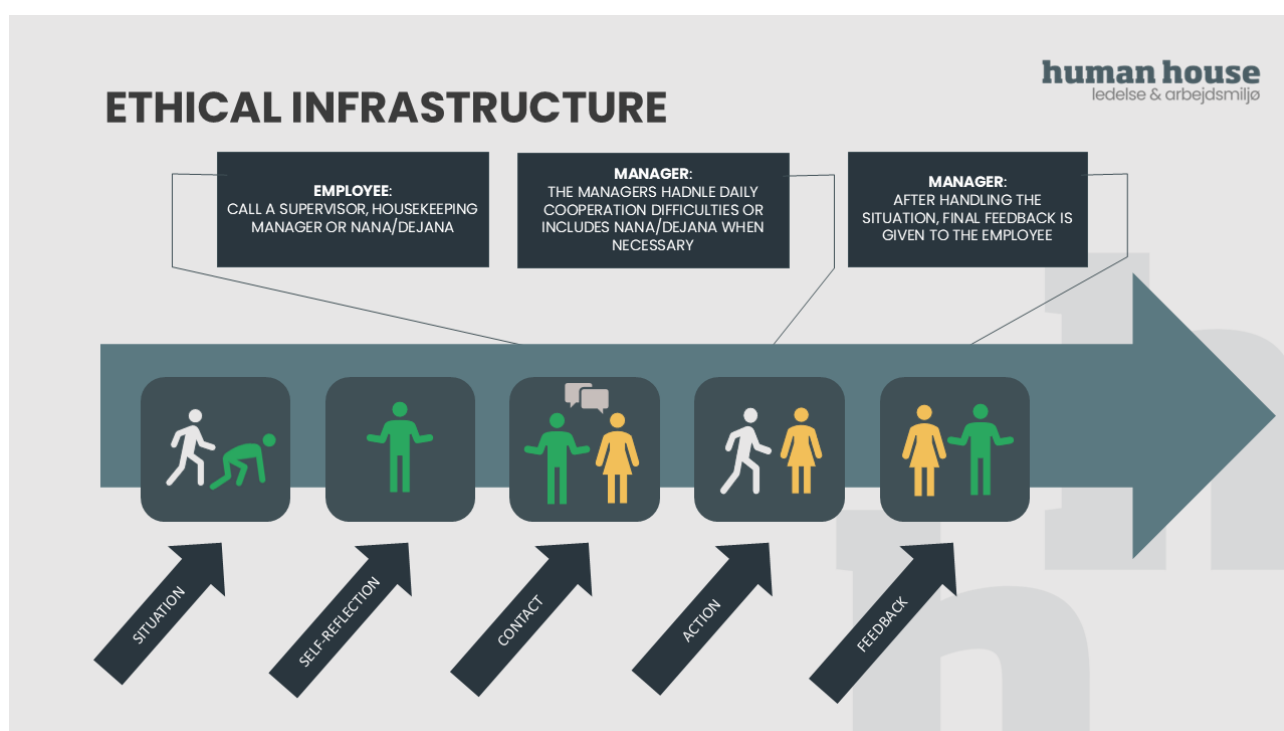
If an employee takes sick leave due to harassment, KHRS will handle the absence in the same way as other sick leave cases, with an individual return-to-work plan being developed.

If the investigation shows that the harassment is of such a nature that we consider the harasser to have breached their employment contract, it may have consequences for their employment at KHRS, such as a warning, reassignment, dismissal, or termination.

If a single incident of harassment is so severe that it can be considered a workplace accident or results in absence, KHRS will report the incident as a workplace accident.

KHRS will prepare a written conclusion for the case, and all documents and conclusions will be filed in the personnel records of the relevant employees.

### Ethical infrastructure – a step-by-step guide



**KHRS operates with an ethical infrastructure designed to ensure that everyone knows how to act in cases of inappropriate or harassing behavior.**

The guide provides a step-by-step description of what to do, who to contact, and how the case will be handled.

### **Specific information about sexual harassment**

Sexual harassment includes any form of unwanted sexual attention, regardless of content, form, or medium. This applies to both isolated incidents and repeated offenses, and to actions committed by one or more individuals.

KHRS aims to prevent sexual harassment by fostering a culture based on respect, equality, and mutual care. We do this by creating and maintaining a work and cultural environment where everyone feels safe and respected, regardless of gender.

We actively work to prevent sexual harassment by:

- Promoting a respectful and inclusive tone in the workplace, where crude jokes, gender-specific remarks, and other inappropriate comments are not tolerated.
- Rejecting and addressing unwanted sexual attention, including unwelcome touching, comments, or inquiries of a sexual nature.
- Creating a culture where everyone feels safe to speak up and report incidents without fear of retaliation.

Our expectation is that everyone contributes to a workplace where sexual harassment has no place. Suspected or actual harassment must be taken seriously and addressed promptly and consistently to ensure a safe and respectful environment for all.

If you have questions about this policy or need support, please contact HR or your immediate manager.