



KHRS

Impact report 2024



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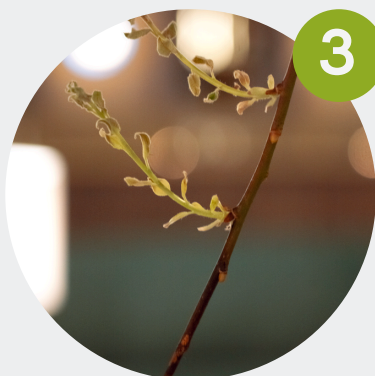
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1. Introduction

KHRS ApS was founded in 1981, and we specialize in delivering high-quality facility management services to 4- and 5-star hotels. Since our establishment, we have focused on our social responsibility. We have therefore worked purposefully to help individuals gain a foothold in the Danish labor market.

KHRS is a financially solid company with a strong economy and high liquidity, which ensures stable operations as well as opportunities for strategic development and future investment. Our financial statements are audited by state-authorized public accountants, underscoring our commitment to transparency and responsible financial management. Our business model is based on long-term customer relationships, where we create value through quality, stability, and social responsibility.

We have built long-term partnerships with our clients. On average, we have worked with our clients for more than 12 years, with some partnerships lasting over 30 years. We assist our clients with a wide range of tasks, ensuring they can enjoy a flawless and welcoming environment.

PHOENIX
COPENHAGEN
ARP-HANSEN HOTEL GROUP

TIVOLI
Hotel & Congress Center
ARP-HANSEN HOTEL GROUP

Radisson BLU
SCANDINAVIA HOTEL

71 NYHAVN
COPENHAGEN
ARP-HANSEN HOTEL GROUP

Next House
COPENHAGEN
ARP-HANSEN HOTEL GROUP

COPENHAGEN STRAND
ARP-HANSEN HOTEL GROUP

Imperial
COPENHAGEN
ARP-HANSEN HOTEL GROUP

island
copenhagen
ARP-HANSEN HOTEL GROUP

Comfort
HOTEL

Living Suites

Soho House Copenhagen

wakeup
copenhagen.com
ARP-HANSEN HOTEL GROUP
Borgergade

wakeup
copenhagen.com
ARP-HANSEN HOTEL GROUP
Bernstorffsgade

Restaurant
L'Appetito

wakeup
copenhagen.com
ARP-HANSEN HOTEL GROUP
Carsten Niebuhrsgade

Divérs

Ristorante
IL Rosmarino



2. Governance

Strategy

We are facing a future where companies must dare to take greater responsibility. At KHRS, we see these changes as an opportunity to make a difference. Our strategy is not just a plan for growth, but a commitment to contribute to sustainable development, support social inclusion, and run our business with consideration for both people and the environment.

To ensure the best possible working conditions for our employees, KHRS adheres to the 3F collective agreement and is a member of the HORESTA Employers' Association. This means we operate under clear, agreed-upon frameworks that protect employees' rights and ensure fair wages and working conditions. Through our memberships, we commit to taking responsibility as an employer and contributing to a healthy, safe, and professional workplace where all employees are treated with respect and dignity.

In 2024, we therefore became a member of the UN Global Compact – the world's largest corporate sustainability initiative. Through this, we have committed to integrating the Ten Principles on human rights, labor, environment, and anti-corruption into our daily operations. This reflects our dedication to acting responsibly, contributing to a more just future, and collaborating with other companies to address some of our most pressing global challenges.

Our core business lies within facility management, but we operate with a clear awareness that business development and social responsibility are inextricably linked. Our values-driven ESG strategy views responsible leadership as a natural part of both our organization and our daily practices.

Since 1981, we have provided services to, among others, 4- and 5-star hotels in the Capital Region, and we continuously work to embed responsibility into every part of our operations. This includes a strategic effort to recruit and retain people on the margins of the labor market, support environmentally friendly solutions, and ensure measurable quality through systematic quality control and clear guidelines.

We collaborate with responsible clients, most of whom are Green Key certified, and we use our e-learning platform E-asylearn to create social value and strengthen employment among groups facing particular challenges. In the coming years, we will place even greater focus on expanding our responsible practices. In 2025, we will launch several EU projects in collaboration with international partners, allowing us to learn across borders and bring new perspectives into our own organization. At the same time, we are intensifying our internal focus on workplace environment and social well-being. Among other initiatives, we will work actively to define a policy on harassment and establish shared rules for behavior and communication to ensure a safe, inclusive, and respectful workplace for all.

Our strategy is driven by the ambition to make a difference – not only for our own business, but for the society we are part of. It's about creating value, taking responsibility, and working every day for a greener, more inclusive, and fairer future.



B Corp-certification

KHRS is now officially a B Corp certified company.

After a long application process that began all the way back in March 2024, we finally received our B Corp certification on May 20, 2025. During the process, we achieved an impressive score of **134 points**—well above the minimum requirement of 80 points for certification. Naturally, we are very proud of this achievement.

What is B Corp?

B Corp is a global certification for companies that meet high standards of **social responsibility, sustainability, and transparency**.

To become B Corp certified, a company must demonstrate a high degree of transparency and be willing to operate according to B Corp's guidelines and requirements.

This involves a lengthy certification process, during which the company is assessed based on extensive documentation. The assessment covers financial records, sustainability practices, economic transparency, employee well-being, diversity, leadership, ownership, and customer relations. This makes us even prouder of the high score we achieved in the certification process.

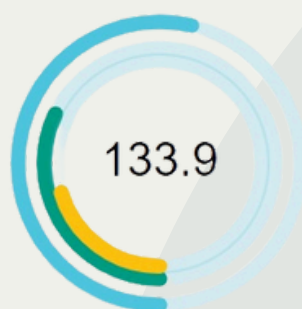
For us, this certification is a strong validation that our values and way of working align with the standards expected of companies that want to make a real difference.

We are extremely proud of this accomplishment and are committed to continuing to take responsibility—for the environment, our employees, our partners, and the society we are part of.

We look forward to continuing the shared journey toward a more sustainable and responsible future.

Overall B Impact Score

Based on the B Impact assessment, KHRS ApS earned an overall score of 133.9. The median score for ordinary businesses who complete the assessment is currently 50.9.



- 133.9 Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 Median Score for Ordinary Businesses

Certified



Corporation

Privacy

In the facility management industry, where KHRS handles a large amount of information every day across clients, partners, and employees, it is absolutely essential that we manage personal data properly. At KHRS, we view GDPR not just as legislation we must comply with, but as an integral part of how we create trust and quality in everything we do.

To ensure that all employees are properly equipped, we offer internal GDPR training in no less than 14 different languages. This means that no matter where someone works within the organization or what language they speak, everyone has a thorough understanding of how personal data must be handled. In addition, we use an internal checklist that helps us ensure all data handling processes are followed and documented correctly.

We have also invested in IT solutions that make it easier to manage data securely. Since 2022, we have used Lexoform, which strengthens our internal controls and enables us to quickly and easily draw up data processing agreements for clients and partners, for example. When we work with other people's data – such as information about their course participants or instructors – Lexoform ensures that everything is handled correctly from start to finish.

In addition to our internal initiatives, we have participated in external projects focused on GDPR and data protection. These have provided us with new perspectives on how we can continuously improve our practices and stay up to date with the latest requirements and trends.

In our daily operations, this means that everyone at KHRS – from the first employee you meet to the headquarters behind the scenes – works according to the same core principle: to protect the personal data entrusted to us in a responsible, thoughtful, and respectful manner.

Quality assurance

At KHRS, quality is an integral part of our facility management services. To ensure high customer satisfaction and consistent service, we regularly conduct quality and collaboration surveys—typically on a monthly or quarterly basis—which are followed up in dialogue meetings with the client.

When starting new contracts, we follow a structured handover plan with clear goals and procedures. Our Quality Controller also carries out unannounced spot checks, which assess, among other things, employee performance and cleaning quality—at no additional cost to the client.

Quality control is planned in collaboration with the client and can be carried out using our own control forms or according to the INSTA 800 standard. Any deviations are addressed immediately through a concrete action plan.

In addition, we aim to incorporate more elements of AI into our work. We have already started implementing an automated shift scheduling system and will continue to explore how AI can be used in our operations.

Through continuous optimization of our quality systems, we ensure a high and consistent level of service across all locations.

Jesper Poulsen

Head of Supply Chain &
Operations Compliance
Arp-Hansen Hotel Group A/S

“*Arp-Hansen Hotel Group A/S has a well-functioning and trustworthy partnership with KHRS ApS regarding dishwashing services, kitchen cleaning, kitchen assistants, and canteen operations. KHRS provides a stable, thorough, and flexible service, supported by dedicated and efficient employees. We highly value the collaboration and recognize the positive difference that KHRS and their team make in our daily operations.*

*Jesper Poulsen
Head of Supply Chain & Operations
Compliance
Arp-Hansen Hotel Group A/S*

Our services

HOTEL SERVICE



Kitchen Assistance, Kitchen Cleaning, Dishwashing service, Cantine Service, Housekeeping, Public Area Cleaning, Handyman

BUSINESS SERVICE



Window Cleaning, Guard Service, Facility Service, Facility Cleaning



Our employees are our greatest active

We are nothing without our employees, and we take good care of them. That's why they work under proper conditions and are organized under the 3F trade union. It is important to us that our employees thrive in their daily work and operate in a safe and secure working environment.

We are an inclusive and diverse organization, which is reflected in our staff of 230 employees with a wide range of nationalities, educational backgrounds, and age groups. We range in age from 18 to 65, and our team includes people from Europe, the Middle East, Asia, and Africa. Some KHRs employees have had no previous connection to the labor market, while others have decades of work experience.

In our world, there are no one-size-fits-all solutions when working with people. Our goal is to promote equality, prevent inequality, and improve access to the labor market. We can only succeed if we focus on potential and the meaningful connections between people.

Acknowledgement and best practices

At KHRS, our commitment to social responsibility has been an integral part of our business strategy from the very beginning. We were one of the first companies to provide facility services within the hotel industry in Denmark. We have helped shape best practices in labor market inclusion in Denmark and the Nordic region — and we are proud of that.

Over the years, we have also received widespread recognition and several awards for our efforts in labor market integration, upskilling, and employment initiatives.

2016: KHRS wins the Copenhagen Business Award in the category "Environment and Social Responsibility".

We received the award based on our success in creating jobs for people far from the labor market, while building a strong business, a diverse and inclusive workplace, and generating employment opportunities in Copenhagen.

2017: KHRS presents at the Nordic Civil Servants' Meeting at the Ministry of Integration

KHRS shared its experiences at the Nordic Civil Servants' Meeting on employment initiatives for women with minority backgrounds.

2017: KHRS participates in the "Together on Integration" partnership conference

KHRS highlighted 10 years of successful integration work at a conference attended by ministers.

Our commitment to responsibility has remained strong, and in late 2024, KHRS was recognized by the Nordic Council of Ministers as a best practice case in the field of integration.

We have participated in international conferences and projects, including the 30th anniversary conference of the EURES network, where we were selected as panel participants due to our expertise in labor market integration. We have also hosted international delegations from employer organizations and public authorities seeking to learn from our methods.



Dhiraj Supervisor at KHRS

I started working with KHRS in 2015 as a dishwasher and cleaner, moving between different locations. Over time, I learned a lot from the supervisors I worked with, which helped me grow into the role myself. I've now been a supervisor for 3 years and have spent a total of 10 years with KHRS. As a supervisor, I manage staff and ensure everything runs smoothly. KHRS has given me the opportunity to develop professionally and take on new challenges — something I truly appreciate.

General transition efforts

KHRS actively works to reduce our negative impacts and increase the positive effects on our fellow human beings, local communities, climate, and environment.

With responsibility as an integral part of our business, we are focused on improving various ESG (Environmental, Social, and Governance) parameters, documenting our progress, and contributing to a more sustainable future.

We actively work with the UN's Sustainable Development Goals (SDGs)

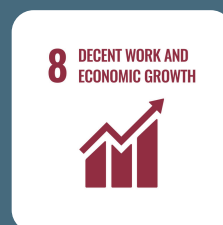
Quality Education



Gender Equality



Decent Work and Economic Growth



Reduced Inequalities



Partnerships for action



Sustainable Cities and Communities



We are involved in several EU projects within the areas of integration, employment, and upskilling, and we work closely with organizations in Denmark and internationally to develop new and innovative solutions to labor market challenges.

We are highly active in partnerships within the Erasmus and Interreg networks. In our Erasmus projects, we collaborate with organizations from Croatia, Spain, Cyprus, Italy, the Netherlands, Germany, Poland, Romania, Lithuania, Sweden, Norway, and Ukraine.

Since 2024, KHRS has been deeply engaged in international project work – particularly through Erasmus, Interreg, and Nordplus.

We are currently involved in projects with more than 15 different partners, both nationally and internationally. These projects all share a common goal: to expand learning opportunities and improve integration, employment, and inclusion among our core target groups – including immigrant women, migrants, refugees, and residents with language barriers.

Milestones in 2024

We reached many milestones and received widespread external recognition. That is, of course, something we are very proud of.

March 2024 ○

We submitted an application to become B Corp certified, and have just been certified on May 20th 2025 with a score of 134 points.

May 2024 ○

KHRS participated in the EURES network's 30th anniversary conference in Budapest, where we were selected as a panel participant in a debate on the future of the network, based on our experience.

○ April 2024

We became members of the UN Global Compact, where we have committed to integrating the 10 principles on human rights, labor, environment, and anti-corruption into our operations and to communicating our progress annually.

○ December 2024

The Nordic Welfare Centre selected KHRS as a best practice example in relation to helping individuals with an integration background enter the workforce.



3. Climate and environment

At own facilities

At KHRS, we believe that the small choices we make in everyday life also make a difference for the environment. That’s why we work actively to reduce our climate footprint—not only at our clients’ sites, but also within our own office environment.

One of our first initiatives has been to introduce waste sorting at the office. We’ve made it easy for employees to sort waste correctly, allowing us to send more materials for recycling while reducing the amount of residual waste. Although we are not yet able to measure precisely how much we recycle, it’s an area we continue to work on, so we can eventually gain better insight and further develop our efforts.

We also continuously monitor our consumption of electricity, heating, and water to ensure that we use resources as efficiently as possible. Even though our office already has a relatively low climate footprint, we are always looking for new ways to save energy and protect the environment. We believe it’s about staying curious about new solutions, testing them in practice, and sharing insights across the organization.

At the same time, we are working to raise awareness among all employees about how our daily choices impact the bigger picture. Small actions like proper waste sorting, responsible energy use, and mindful resource consumption have become a natural part of our everyday office routines.

As part of our focus on the environment and sustainability, we have actively worked to automate our IT systems both at headquarters and in operations. This has led to more efficient workflows, easier access to relevant systems for employees, and a significant reduction in paper consumption. The goal is to free up resources and create a smoother, more sustainable workday.

For us, environmental responsibility is about continuously taking small steps in the right direction every day. It’s about consistently making decisions that, together, make our operations a bit greener. We believe that by staying curious, learning from experience, and continuously adjusting our practices, we can make a real difference — both for the climate and for the way we run our business.

Total energy consumption

Total energy consumption in kWh	2023	2024
Electricity consumption	5.462	5.802
Emissions factor (CO2e) for electricity (g/kWh)	68,1	56,5
District heating consumption	23.410	24.620
Emissions factor (CO2e) for heating (g/kWh)	43,1	40,1

CO2e-emissions in tons

CO2-emissions in tons	2023	2024
Total energy consumption in kWh	1,5	1,2
Scope 1	0	0
Scope 2	1,5	1,2

Minimal resource consumption and maximum environmental consideration for our customers

KHRS is actively working to reduce resource consumption at our clients' sites. We do this through a number of concrete initiatives that promote a circular economy and support responsible waste management.

We know that facility management holds significant potential to make a positive impact on the environment when working systematically and strategically with sustainable solutions.

The vast majority of our clients are part of the Green Key program, meaning they have established procedures for handling chemicals, waste, and consumption responsibly, which our employees are trained to adhere to.

A key focus area is waste sorting, where we actively support our clients' own waste policies. All our employees receive training in proper waste sorting—including paper, plastic, metal, glass, and organic materials—and we emphasize explaining both how and why sorting is important.

By managing waste properly, we reduce the need to extract new resources, saving energy and reducing the environmental impact.

In collaboration with our clients, we use dosing systems on our cleaning carts, ensuring the correct and precise use of cleaning agents and chemicals. This protects both the environment and our employees while also helping to minimize waste. The majority of the cleaning products we use are Swan-labeled, Cradle to Cradle certified, or biodegradable and free of harmful chemicals.

KHRS consistently prioritizes the ongoing training and upskilling of employees in responsible use of chemicals and products. Through on-the-job training and digital learning programs on the platform E-asylearn, we ensure that employees have the right competencies to work efficiently and sustainably.

When it comes to product selection, we work based on the principle of "the best possible choice." Where a responsible alternative is not yet available, we focus on minimizing consumption and ensuring proper handling, while actively collaborating with suppliers and partners to find new solutions.

With these initiatives, KHRS aims not only to meet our clients' expectations but also to be an active contributor to the transition to more sustainable workflows and resource management within the industry as a whole.



KHRS helps vulnerable and integration citizens to gain a foothold in the Danish labor market

For KHRS to deliver excellent service to our customers, employees play an essential role. Therefore, we work systematically to ensure a healthy culture where everyone has the opportunity to grow and develop. KHRS involves employees, external partners from both domestic and international backgrounds, and through memberships, to make our profession and our workplace both relevant and attractive.

Diversity is at the core of KHRS' work

KHRS is built on the interplay between diversity, inclusion, and responsibility for our local communities. Our target group primarily consists of integration citizens, EU citizens from countries other than Denmark, people with physical and/or mental challenges, and refugees.

At KHRS, we are xx employees. Over 95% of all employees have an ethnic background other than Danish, and x% of our employees are women.

With many years of experience in facility management, we have developed effective methods for recruiting, integrating, and employing unskilled refugees, individuals with special challenges, family reunification cases, and long-term unemployed people in the labor market, as well as labor market integration for unskilled refugees, family reunifications, and long-term unemployed.

In our company, there are no standard solutions when working with people. Each individual is provided with a personalized program tailored to their situation, needs, and prerequisites.

Through upskilling and individually developed programs, we support our employees in better interacting, building relationships, and contributing to the local community.

However, diversity does not only mean superficial variety but actively ensuring that all employees feel included, and that management is aware of the importance of preventing negative stereotypes against minorities.

A special focus on immigrant women

KHRS has, for over 20 years, worked purposefully to help immigrant women achieve a life with greater freedom and independence. Through employment and networking, KHRS has helped strengthen their self-esteem and self-confidence. This has not only given them a deeper understanding of Danish culture but also provided essential tools for navigating Danish society. On this page, we have gathered a series of statements from our employees, offering insight into their experiences before and after joining KHRS: <https://khrsacademy.dk/>

KHRS places great emphasis on the importance of integration and independence, so that these women not only have a better life for themselves but can also become strong role models for their children.

At KHRS, we take any cultural differences into consideration to best facilitate healthy integration for immigrant women. There may be strong emotions around gender roles that are difficult to let go of, and here, KHRS takes on the responsibility of facilitating development that reduces insecurity and gradually balances an integrated understanding of gender roles and security.



Meet Cecilia Union Representative at KHRS

Cecilia has been employed at KHRS for 17 years and has just turned 60, a milestone that was celebrated by KHRS and her colleagues.

Meet Esma Housekeeping Manager at KHRS

Esma has been in the industry for over 30 years, making her one of the most experienced members at KHRS.



KHRS has experienced how our female employees with diverse backgrounds develop and gain more self-confidence when they are given the opportunity to enter the labor market and become more independent.

Through our various initiatives, we have succeeded in employing 113 women from MENAPT countries (Middle East, North Africa, Afghanistan, Pakistan, and Turkey) at KHRS. Our experience with immigrant women is that it requires extra effort and additional resources to integrate them into the workforce.

However, all our challenges are nothing compared to the remarkable development these women undergo and the increased self-confidence they gain when they are given the opportunity to enter the workforce and become more independent.



Aleksandra Supervisor at KHRS



“I have worked at KHRS for 10 years. I started as a housekeeper and later became a supervisor – even though I never imagined I would take on that role myself. KHRS saw something in me before I even recognized it. One day, they asked me to cover for the then supervisor, and even though it was outside my comfort zone, I did a great job. That was the beginning of my journey as a supervisor. I’m truly grateful that KHRS believed in me – without them, I might never have taken that step.

Respect for all

In addition to the many ways in which we embrace diversity, we have also joined Dansk Industri's Diversity Pledge to demonstrate our commitment to KHRS' values of diversity and an inclusive workplace.

We believe that respect for all individuals, regardless of gender, ethnic and religious background, sexual preferences, and gender identity, is essential.

Therefore, we actively work on implementing and following Dansk Industri's 16 principles on diversity and inclusion.

The 16 Principles of the Diversity Pledge

- 1 We know that diversity and inclusion make us smarter as a company
- 2 We see diversity and inclusion as a competitive advantage
- 3 We see equal opportunities as a prerequisite for attracting and retaining the best talents
- 4 We share data about our own gender composition
- 5 We set specific goals
- 6 We acknowledge that the skewed gender distribution in Danish companies is a challenge
- 7 We believe that the business community should lead the way
- 8 We wish that more women find employment in the private sector
- 9 We encourage that parental leave is shared more equally
- 10 We advocate for the use of earmarked paternity leave for men
- 11 We want to break down gender stereotypes in educational choices
- 12 We lead with leadership and behavior that creates change
- 13 We are creating a new narrative about the leadership role
- 14 We celebrate human diversity
- 15 We have an inclusive approach to the perspectives of minorities
- 16 We break down perceptions of the public and private labor markets

Strong collaborations in Denmark and internationally

EURES is a European employment services network where private and public stakeholders from across Europe collaborate to promote labor mobility. The national coordination office for EURES is located at the Danish Agency for Labor Market and Recruitment.

EURES advisors at KHRS



Nana Sbeihi

Lucas Rosenkvist

At KHRS, we are proud to have two EURES advisors who provide assistance to foreign workers with practical information and participate in several job fairs and conferences across Europe each year.

We take pride in our commitment to increasing labor mobility across borders to reduce the shortage of skilled workers in Europe.

Our inclusion efforts extend beyond borders because we believe that increased workforce mobility contributes to stronger and more dynamic communities.

Through our involvement with EURES, employees have the opportunity for personal development and self-actualization by seeking the best career opportunities across Europe. In May 2024, KHRS sent two employees to Bologna, Italy, to attend an advisor training, which will enhance our recruitment capabilities through EURES while also contributing to the partnership.

Actions in 2024

In 2024, KHRS has been highly active in international project work, particularly through Erasmus, Interreg, and Nordplus. We have collaborated with more than 15 different partners, both nationally and internationally.

A common focus across these projects is to increase learning opportunities and improve integration, employment, and inclusion among our primary target group, including immigrant women, migrants, refugees, and local integration citizens with language barriers.



Erasmus: Adult education

Collaboration project between Finland, KHRS, and Spain in education and skills development.



Interreg Öresund-Kattegat-Skagerrak

Analysis and dialogue for a joint solution model in the care sector in Sweden and Denmark. Partners: AOF, Swedish partner, KHRS ApS, and Frederiksberg Job Center.



Velliv Project

In 2024, we launched a project with Velliv Foundation in collaboration with two business psychologists from Human House. The project aims to contribute to creating a healthy work environment. The primary focus areas are promoting job satisfaction, safety, and better working conditions for our employees.

We have a diverse workforce, which can sometimes lead to misunderstandings that negatively affect our employees' well-being. Therefore, we have initiated this project to help promote cultural awareness, enabling our employees to understand and appreciate each other's differences.

The project will continue in 2025 with a focus on how to integrate into a Danish workplace, how to set boundaries, and how to create intercultural understanding in the workplace. We will develop policies for communication, conflict management, and inappropriate behavior in the workplace. Afterward, all our employees will be trained on how to adhere to these policies. Additionally, we also aim to create a well-being survey and hold well-being conversations with all employees based on the survey results.

Actions in 2025

We wish to continue working with EU projects as we do now, but also engage in projects of a larger scale than we have worked with so far. Currently, we have 9 project applications under review, and we expect to receive feedback on them by the summer of 2025.

Erasmus Cooperation Partnership – Ukraine

A larger Erasmus project focused on helping Ukrainian refugees find employment and integrate into their host countries. The project involves participants from Denmark, Sweden, Poland, and Ukraine. An online platform is being developed to provide Ukrainian refugees with training in the industries they typically work in within the host countries. Additionally, they will receive "social onboarding," which guides them through the rules and norms of the host countries and helps them navigate systems such as taxation and healthcare.

Erasmus Small Scale Project - The Bridge to Bew Opportunities

The project aims to investigate what barriers prevent the target group from either completing an education or holding jobs in the care and nursing sector in Denmark and Sweden. There is a significant demand for qualified labor in this sector, as well as a large untapped potential within the target group. Addressing this requires providing them with the right education, upskilling, and training.

Awaken

The project, under the Erasmus Daphne Fund, addresses the prevention of gender-based violence. The project has partners from Italy, Spain, and Romania. The purpose of the Awaken project is to focus on cyberviolence against women. KHRS will exchange experiences with the goal of launching an awareness campaign that aims to highlight this issue among both young people and adults.

ESG-project in hospitality and tourism:

An Erasmus project focusing on sustainability and inclusion in the tourism sector. KHRS is collaborating with a partner from Croatia on initiatives aimed at making the industry greener and more sustainable through awareness campaigns. At the same time, KHRS will explore ways to improve conditions for guests with various disabilities, such as visually impaired individuals and wheelchair users.

Erasmus Cooperation Partnership – Hospitality

A larger Erasmus project aimed at making upskilling and onboarding of employees in the hospitality and catering sectors easier for migrant workers. The project involves participants from Denmark, Belgium, Croatia, Slovenia, and Germany. Educational materials are being developed for upskilling, which will include both soft and hard skills, such as communication and sustainable cleaning methods.

Erasmus Small Scale Project - Innovative Solutions for Workforce Development in Healthcare

The project aims to develop a proposal for a digital learning platform that can be further developed and later implemented on a European scale. This platform is intended to educate a target group of immigrants living in the partner countries, with backgrounds from third-world countries and EU countries. The goal is to help them take on roles in the care sector, thus easing the burden on overworked care staff and addressing the labor shortage.

Erasmus Small Scale Project – Healthcare

The project is designed to strengthen the purpose of future vocational-oriented Erasmus programs. It aims to improve the target group's access to education and employment. Through cross-cultural collaboration, the project enhances upskilling, recruitment, and job opportunities, thereby strengthening the socio-economic cycle within local communities, the labor market, individuals, schools, and other organizations in the healthcare sector across Europe.

Erasmus Small Scale Project – Mental Health in Focus

A smaller Erasmus project that focuses on mental health among employees. This is achieved through wellbeing conversations and proactive measures within participating companies to prevent misunderstandings in the workplace. The hospitality sector, in particular, is highly multicultural, which means misunderstandings can frequently occur due to language barriers or cultural differences.

Project on violence against immigrant women- and children:

The project under the Erasmus Daphne Fund focuses on the prevention of gender-based violence, particularly against immigrant women. The purpose of this project is to highlight partner violence against immigrant women. This violence can be caused by various factors such as culture, religion, and gender roles. KHRS aims to make it easier for these women to access help, as it can be difficult for them, especially if they face language barriers.

E-asylearn



Everyone should have the opportunity for education, but it can be challenging to get the right support, such as language assistance. Facilitating integration of newcomers is part of KHRS' DNA.

We believe this target group has potential but needs the support and resources we can provide to help them upskill individuals so that even those without formal education or work experience can succeed. In early 2024, KHRS launched the E-asylearn learning platform.

This is an e-learning platform where we have gathered specialized material for newcomers and others. The content prepares both our own staff and others' employees to navigate a Danish workplace and gain employment in the facility management sector.

Learning and taking courses can be difficult without language support, as not everyone understands Danish. That's why we offer all our courses with native-language support.

Our course materials are available in the system languages: Danish, English, German, Swedish, and Norwegian.

Learners can have words and questions read aloud to them in these languages using our text-to-speech function, allowing them to practice pronunciation of key vocabulary.

Additionally, all course content and exercises are supported in the following languages:

Arabic, English, Pashto, Somali, Tigrinya, Turkish, Ukrainian, and Urdu.

Here, learners can have everything read aloud in their mother tongue to ensure full understanding of the material.

In this way, we improve users' language skills through comprehensive lessons covering all proficiency levels – from beginners to advanced learners.

E-asylearn is especially targeted at:

Refugees, newcomers, bilinguals, migrants seeking upskilling, people with dyslexia, and individuals with mental or physical challenges.

A lack of successful integration can have a negative impact on both mental and physical health.

We believe that participation in the labor market is a key component of integration.

At KHRS, we don't just facilitate labor market integration – we also aim to support newcomers holistically, helping them learn to navigate society.

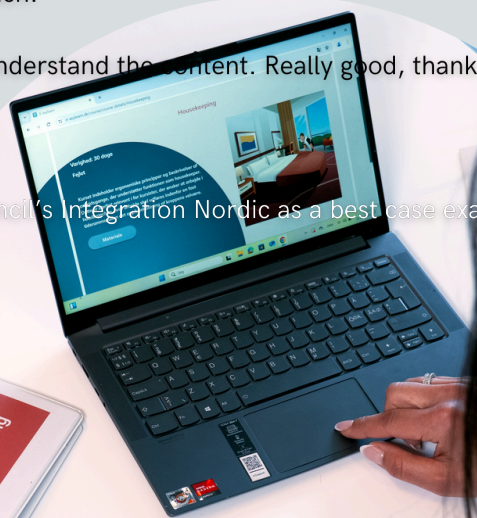
Through E-asylearn, our employees become better at speaking and understanding Danish, and they receive support with practical aspects of joining Danish society – such as using MitID, opening a bank account, or checking their e-Boks.

Our holistic approach ensures that our target group experiences both professional and personal development, helping to improve employee retention through a recognition-based and motivating approach.

"The material is completely understandable; it's easy to answer questions and understand the content. Really good, thank you very much."

- Yuliia, Housekeeping course participant with a Ukrainian background

Our work with E-asylearn was recognized in December 2024 by the Nordic Council's Integration Nordic as a best case example of labor market integration.



Donations

At KHRS, we are committed to engaging with our local community. It is important for us to give back, which is why we also support charitable causes that make a positive difference for future generations and for our environment.

In 2024, we focused on children and Danish nature, which we believe deserves special care and protection. As part of this commitment, we have donated a total of DKK 24,500 to the Danish Society for Nature Conservation (Danmarks Naturfredningsforening), the Danish Cancer Society (Kræftens Bekæmpelse), and Save the Children Denmark (Red Barnet), where we are a corporate sponsor.

Donations	2024
Danish Cancer Society	10.000 DKK
Danish Society for Nature Conservation	10.000 DKK
Save the Children Denmark	2.400 DKK

Our employees in numbers

Employee turnover

Employee turnover	%
2023	23,8%
2024	25,4%

Seniority among employees

Senitoirty	2023	2024
Under 1 year	50,5%	53,4%
1 year	25,7%	22,8%
2-5 years	5,7%	9,3%
5-10 years	8,5%	10,2%
More than 10 years	3,8%	4,2%

Gender identity among employees

Gender	2023	2024
Woman	48,6%	51,4%
Man	47,5%	52,5%
Other	0%	0%

Age distribution among employees

Age	2023	2024
20-25 years	11,4%	33,9%
26-29 years	6,7%	3,4%
30-39 years	22,9%	16,9%
40-45 years	23,8%	20,3%
46-50 years	16,2%	13,6%
51-60 years	15,2%	10,2%
61-80 years	3,8%	1,7%

Nationalities among employees

Different nationalities	Number
2023	19
2024	19

Nationalities



Ukraine, Russia, Denmark, Jordan, Morocco, Pakistan, Bangladesh, Phillipines, Nepal, Egypt, Syria, Somalia, Romania, Portugal, Sweden, Serbia, Macedonia, Bosnia, Spain, Argentina, Italy, Senegal, Burundi, Sri Lanka og Czech Republic.

Proportion of employees covered by a collective agreement	Percent
2023	95%
2024	95%

Work-related injuries and accidents

Work-related injuries and accidents	2023	2024
Work-related deaths	0	0
Work-related injuries and accidents	0	0

Sick leave

Sick leave	2023	2024
Sick leave	0,52%	0,52%
Long-term sick leave	0%	0,9 %

Complaints and incidents of discrimination

Complaints and incidents of discrimination	2023	2024
Registered complaints	0	0
Registered incidents	0	0

