Guidelines for the Prevention and Handling of Harassment

Introduction

KHRS's personnel policy clearly 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 considered harassment to witness someone else being harassed or unjustly accused of harassment.
Harassment qualifies as bullying if it continues over a longer period, is severe, and if the individual is unable to defend themselves against the behavior.
Offensive actions of a sexual nature refer to any form of unwanted sexual attention.

Why Well-being and Harassment Prevention Are Important to Us

It is essential for KHRS that our employees thrive physically, mentally, and socially. A safe and respectful working environment is a prerequisite for delivering high-quality work and for being good colleagues to one another.
The prevention of offensive behavior is not only part of our core values—it is also a legal obligation under the Danish Working Environment Act.
In a Danish workplace, we all share the responsibility to speak up if we see a colleague struggling or being subjected to offensive behavior.



KHRS' Principles

We want to foster a culture and way of interaction that prevents harassment.
We want an environment where we can talk with one another about both professional and personal matters in an equal and respectful way.
In relation to harassment, it is KHRS's principle that communication should be as neutral as possible with regard to factors that may lead to discrimination — for example, age, disability, gender, ethnicity, and religion — and that recognition and praise are given based on professional or personal performance and competencies.
It is also our expectation that KHRS employees behave in a way that does not invite others to comment on non-work-related matters. This means, for example, that we expect everyone to use appropriate language and behavior, and dress appropriately for a workplace characterized by a high degree of diversity, where we are role models for one another.

If situations involving harassment arise, KHRS's principles for handling these are:

- The conflict should be resolved as close to the problem as possible
- The local manager or supervisor has a central role in preventing and handling harassment cases in accordance with these guidelines
- Both/all parties must be heard and taken seriously
- Discretion should help find the best solution for all parties
- Employment-related sanctions may be considered



Prevention – What We Do on an Ongoing Basis

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

- Review of the employee handbook and harassment policy during recruitment
- Development of a harassment policy as e-learning, with a speaker function in employees' native languages (currently under development)
- Training and upskilling of managers with a focus on identifying signs of distress and conducting supportive conversations
- Ongoing team and cross-organizational dialogues about well-being, collaboration, and respectful communication

If You Experience Harassment

Harassment can occur in many situations. It is not always the case that the person intends to offend. Nevertheless, the behavior may still be considered harassment.

• **First advice: Clearly tell the harasser that you do not wish to be subjected to the specific behavior.**

By doing this, you can help the harasser understand that their behavior is experienced as offensive. This may be sufficient to stop the harassment.

There may be situations where it is not possible for you to say something directly to the harasser — for example, if you are too affected by the situation, or if the person holds a position relative to you that makes it impossible.



• **Second advice: Seek help from your manager, supervisor, or union representative**
KHRS has an obligation to ensure a work environment free from harassment. Your manager plays a central role in this.
If you find it difficult to approach your manager or supervisor directly, you can initially seek advice and support from your union representative.
However, it is important that you also involve your manager or supervisor in the matter.

• **Third advice – Contact**
Nana Sbeihi (Operations Manager)
Phone: +45 60 10 05 63
Email: nana@khrs.dk
Dijana Simic (HR Manager)
Phone: +45 23 42 61 11
Email: dijana@khrs.dk

Alternatively, you can call our main number: +45 35 36 22 09.
If you do not feel comfortable with the above options, or if your manager is the harasser, you should instead contact their manager, either Nana Sbeihi or Dejana Simic.



If You Experience Harassment from External Parties

If you experience offensive behavior from external parties – e.g., customers, guests, visitors, or employees hired by the hotels – the same principles apply as for internal harassment. 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 the situation should best be handled, including whether dialogue with the external party is needed and whether further measures should be taken.

What KHRS Does

Any report to a manager, supervisor, or HR about harassment is taken seriously.
If a manager or supervisor receives a report of harassment, they will contact HR, and steps will be taken to investigate the specific circumstances.

This will generally involve conducting individual interviews with the reporter, the alleged harasser(s), and any potential witnesses. Typically, both the manager and HR will participate in these interviews. You may bring a support person to such an interview if you wish. You are also welcome to submit a written statement on your own initiative.
If an employee goes on sick leave due to harassment, this absence will be handled in the same way as other cases of sick leave, with an individual plan for returning to work.
If the investigation shows that the harassment is of such a nature that we consider the harasser to have breached their employment contract, this may affect their employment at KHRS — for example, in the form of a warning, relocation, dismissal, or termination.
If a single incident of harassment is so serious that it can be considered a workplace accident or results in absence, KHRS will report it as such.

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



How to Report a Concern or Complaint

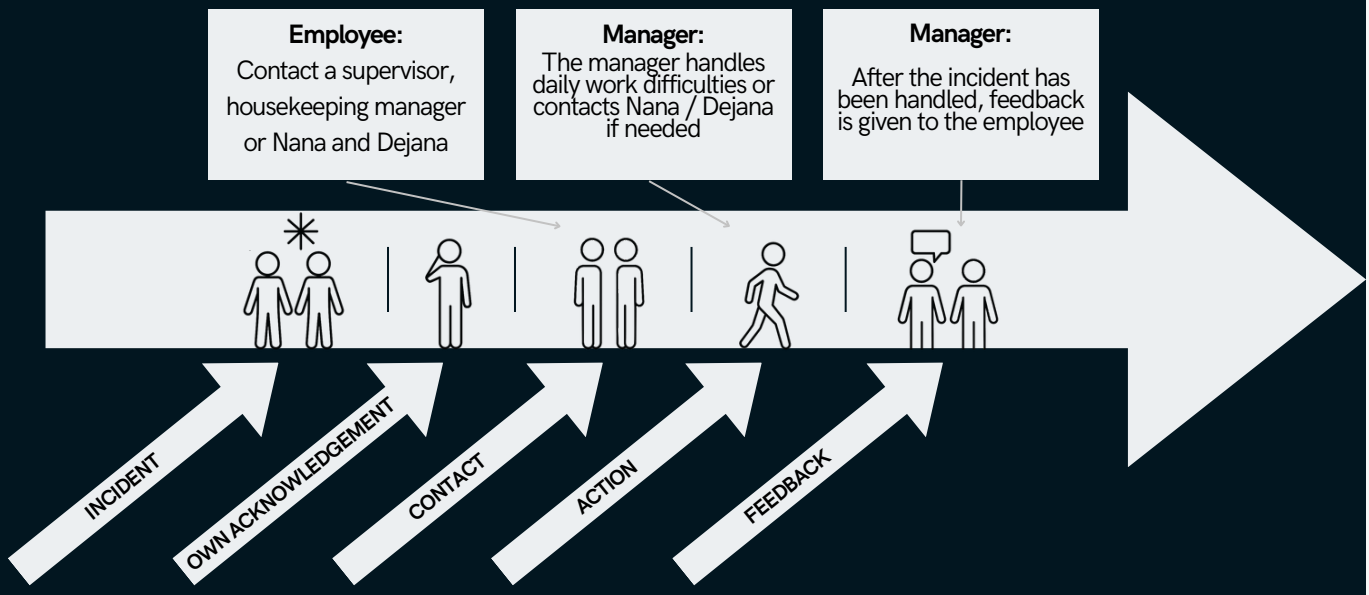
If an employee experiences or becomes aware of harassment, discrimination, inappropriate behaviour, conflicts, or other circumstances that give rise to concern, the employee is encouraged to raise the matter.

Employees may contact their immediate manager, supervisor, shop steward, relevant operations manager, or KHRS management. If an employee does not feel comfortable approaching their immediate manager, they may choose one of the other available contact options. For serious matters, KHRS' whistleblower scheme may also be used where the conditions of the scheme are met.

All concerns and complaints will be handled respectfully and as confidentially as possible. KHRS aims to acknowledge receipt of a concern or complaint within 5 working days. The matter will then be assessed as soon as possible, and the person raising the concern will be informed about the next steps. KHRS aims to investigate and conclude the matter within 30 working days. If, due to the complexity of the matter, additional time is required, the person concerned will be informed and provided with information about the expected next steps.
The person who raised the concern or complaint will be informed about the handling and outcome of the matter to the extent possible, taking confidentiality and data protection requirements into account.

KHRS does not tolerate retaliation or negative consequences against any person who, in good faith, raises a concern, submits a complaint, or participates in the handling or investigation of a matter.

Ethical infrastructure – step-by-step guide



KHRS works with an ethical infrastructure to ensure that everyone knows how to act in cases of offensive behavior. The guide describes step by step what to do, who to contact, and how the case will be handled.

Specifically about sexual harassment
Sexual harassment is any form of unwanted sexual attention, regardless of content, form, or medium. This includes both isolated incidents and repeated violations, as well as actions carried out by one or more people.

KHRS's goal is to prevent sexual harassment through a culture based on respect, equality, and mutual consideration. We do this by creating and maintaining a work and cultural atmosphere where everyone feels safe and respected, regardless of gender.
We actively work to prevent sexual harassment by:

- Promoting a respectful and inclusive tone that does not tolerate lewd jokes, gender-specific comments, or other unacceptable statements.
- Rejecting and addressing unwanted sexual attention, including unwanted touching, comments, or inquiries about sexual topics.
- 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. Any suspicion or experience of harassment must be taken seriously, and action must be taken quickly and consistently to ensure a safe and respectful environment for everyone.
For questions regarding this policy or if you need support, please contact HR or your immediate manager.