Staff Handbook

About us

KHRS is a Facility Management company that has been providing various services within commercial cleaning and the hotel and restaurant industry since 1981. Today, our clients are primarily 4- and 5-star hotels, where we assist with various service functions, including housekeeping, kitchen assistance, dishwashing, and Public Area-cleaning.

Furthermore, it is worth noting that our company encompasses more than 67 different nationalities through the years, fostering a tolerant and respectful attitude among our employees. The multicultural work environment is also a reflection of our employees' commitment to the idea of 'a community for the benefit of all.'

We are partners in the European recruitment network **EURES** (European Employment Services), where we participate in conferences and collaborative projects aimed at promoting the free movement of labor within Europe.
Additionally, we are involved in international projects, including **Erasmus** and **Interreg**.

We see ourselves as a highly reliable, duty-bound, and adaptable partner, always willing to prioritize the customer's needs over our own. This self-perception is based on long-term collaborations and extremely satisfied customers, which we are proud of.

Company culture

KHRS ApS is deeply committed to conducting business in a way that creates value not only for our customers and partners but also for society and the environment around us. For us, a sustainable business is directly linked to responsibility towards the climate, society, and people throughout the entire value chain. This is essential to our CSR policy.

We have a collective agreement with 3F and ensure that all our employees receive fair working conditions and wages through our organization.
Furthermore, we are part of the UN Global Compact and the Danish Industry Diversity Pledge.
At the same time, we are in the process of achieving B-Corp certification.

In addition to the above, we place great emphasis on the education and upskilling of our employees. We understand that some of our staff are not fluent in the Danish language, which is why we try to schedule shifts according to their language school timetable, etc.

Furthermore, we offer all employees training and upskilling during their employment, particularly during periods of low occupancy. This not only helps improve employee retention but also ensures a strong and qualified workforce.

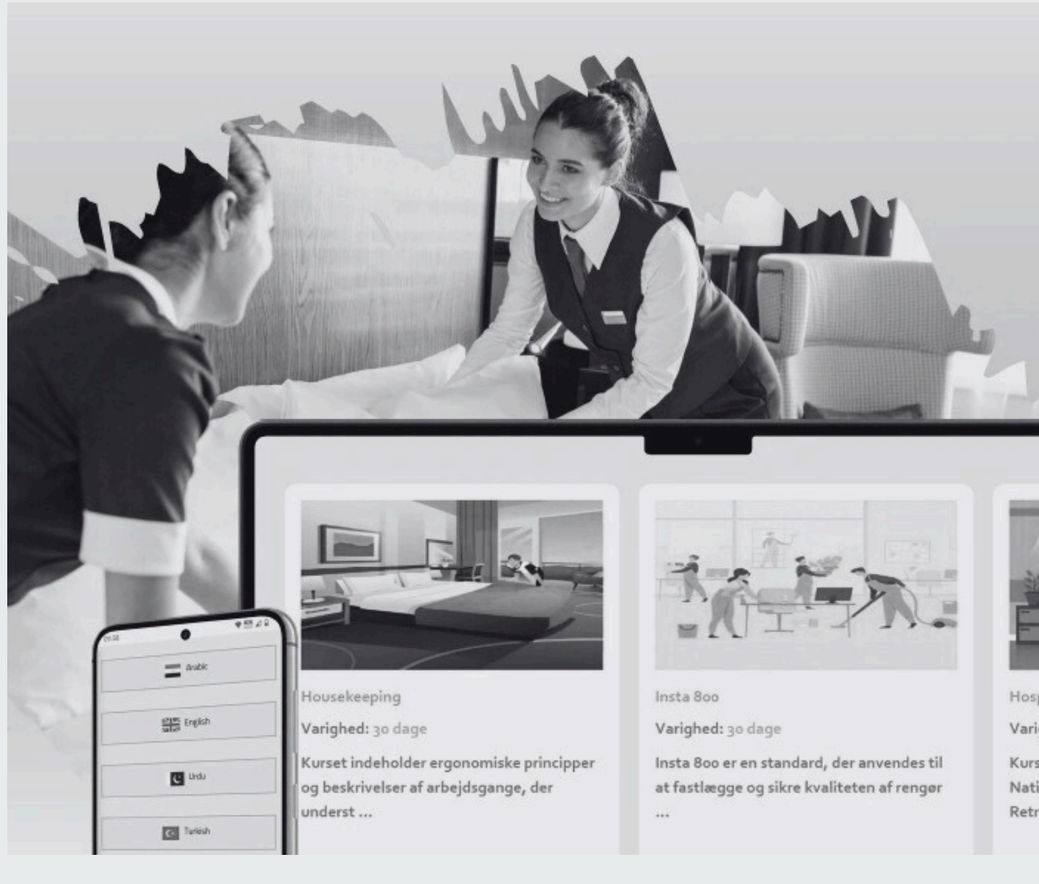
E-learning as a tool for training

At KHRS, we have developed E-asylearn. It is our platform for the upskilling and training of new employees. Here, we offer a range of courses related to the hospitality sector, where users have the opportunity to have the material read aloud in their native language through our speaker function.

This ensures that all our employees gain full understanding of the training material, even if they face language barriers or other challenges that may hinder the learning process.
E-asylearn is available both via web browsers and as a smartphone app.

All of our courses integrate elements of gamification, which are used as a pedagogical tool.
We have developed educational exercises aimed at supporting the learner's development based on industry-specific courses.
We assist the user in achieving linguistic competence relevant to their job responsibilities.

Additionally, we have included courses focusing on intercultural communication, as well as guidance on how to navigate Danish digital platforms such as Skat.dk, Borger.dk, and Sundhed.dk.



E-asylearn is available in the following main languages: *Danish, English, Swedish, German, and Norwegian.*

The speaker feature of E-asylearn is available in: *English, Arabic, Ukrainian, Somali, Tigrinya, Turkish, Urdu, and Pashto.*

Terms of employment

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.

Criminal record

Itis acondition forrecruitment that a clean criminal record can be presented before the start date.

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.

Organization

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

Payment of salary

Udbetalingaflønsker den sidste bankdag på måneden. Hvis medarbejderen skifter pengeinstitut eller kontonummer, skal dette oplyses til virksomheden

Supplements to salary

As a supplement to salary, full time employees as well as part time employees ever month. As of March 1 st 2024 is 8.85% of the vacation eligible salary. The balance is calculated and paid by the end of June and December, as well as termination.

Pension scheme

Alabor market pension is provided to both permanent employees and reserves who have achieved 6 months of seniority in the industry. The pension contribution, which is paid monthly to PensionDanmark, amounts to 12% of taxable income, including holiday pay. The company's contribution is 10%, and the employee's contribution is 2%.

Health scheme

Danmark's health scheme. The contribution is paid by the employer and amounts to a maximum of 0.15% of the salary.
Employees covered by the pension scheme are also covered by Pension

Tax card

We collect your tax information digitally directly from SKAT. Remember to inform if it is your primary tax card or your secondary tax card we need to use to prevent us from using the wrong card.

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

Confidentiality

Youmustbe 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.

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 three 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, by 00:00.

- 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 month

- 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 entitled to claim compenasation.

General precautions

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.

Mileage allowance

All employees who drivein 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.

Chemicals

All ourcleaners 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.

Self-monitoring

Allemployeescompleteself-monitoring after each completed assignment.

Quality assurance

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

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

General precautions

Working schedules and changes to scheduled working hours are handled in accordance with the applicable collective agreement between HORESTA and 3F. For further information regarding working hours, schedules, notice periods and related employment conditions, please refer to the current HORESTA/3F collective agreement. https://www.horesta.dk/overenskomster

Responsible Marketing and Public Relations Principles

KHRS is committed to responsible, transparent and ethical marketing and public relations.

Accuracy and verifiability:

All social, environmental and other public claims made by KHRS must be accurate, clear and based on reliable information, data or documented evidence where relevant.

Truthfulness and transparency:

KHRS communicates truthfully and aims to provide a balanced representation of its activities, achievements and impact. Information must not be misleading, exaggerated or presented in a way that could create a false impression.

Ethical and responsible communication:

KHRS communicates respectfully and responsibly, particularly when communicating about employees, vulnerable groups, diversity, inclusion, integration, employment, sustainability and social impact. Personal and sensitive information must be handled responsibly and in accordance with applicable data protection requirements.

These principles apply to KHRS' websites, social media, marketing materials, public relations, presentations and other external communications.

The principles are communicated to relevant employees and are available to employees through the KHRS Staff Handbook. Management is responsible for ensuring that relevant employees are aware of and follow these principles.

General precautions

Alcohol

Ingestionof 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

Working hours

Itis 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 8 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 varying and involve day, evening, night, and weekend work. Your working time is exclusive of 0.50-hour lunch break per day.

Hygiene

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

Mobile phone policy

Itisnot 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.

Stay at work

Allemployees canmaximum stay at the workplace 30 minutes after finished work.

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.

Work clothes and ID

All employees will wearrecognizable 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.

Holidays and 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, HORESTA by phone: +45 35 24 80 95

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.

Public holidays

100% compensation is paid for work on the following holidays:
1st and 2nd 12 Christmas day, New Year's Day, Maundy Thursday, Good Friday, 2nd Easter Sunday, General Prayer Day, Ascension Day, 1st, and 2nd Pentecost.

Sickness, doctor and dental visits

If you become ill, you must notify your immediate supervisor by phone or at 35 36 22 09 as soon as possible and no later than 2 hours before your scheduled work time.

Sick leave notifications via social media, email, or text messages will not be accepted.
It is the employee's responsibility to ensure timely and correct reporting of illness.

Failure to report sickness on time or late reporting may be considered a breach of the employment relationship, which may lead to a warning, and in repeated or severe cases, dismissal or termination.
You must report your return to work to the same number on your last sick day, preferably before 3:00 PM.

Employees covered by the Danish Salaried Employees Act are entitled to salary during illness according to the provisions of the Act.

Employees covered by the collective agreement are entitled to full pay during illness for the first 6 sick days, after which 90% is paid. Employees with 4 months of seniority, however, receive full pay during illness for the first 4 weeks of sick leave.

For other employees, the possibility of salary during illness will be outlined in the employment contract.

Doctor and dentist visits must take place outside of working hours and are to be paid by the employee. If you need time off during working hours for treatment, this must be agreed upon with management.

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.
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 14*
- *Loyal and faithful employees*
- *Minimizes the risk of developing lifestyle diseases such as stress*

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.

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.

Harassment policy

Introduction

KHRS’spersonnelpolicy 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 forKHRS thatour employees thrivephysically, 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’ 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:

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

Prevention – What We Do on an Ongoing Basis

KHRSactively and systematicallyworks to prevent offensivebehavior 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 conversationsr
- Ongoing dialogue within teams and across the organization about well-being, collaboration, and respectful communication

If you experience harassment from external parties

Ifyou are subjectedtoinappropriate 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.

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)
Phone: +45 60 10 05 63
E-mail: nana@khrs.dk

Dejana Simic (HR Manager)
Phone: +45 23 42 61 11 E-mail: dijana@khrs.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 Dejana Simic.

What KHRS does

Anyreportmadetoamanager, supervisor, or HR regarding harassment is taken seriously.

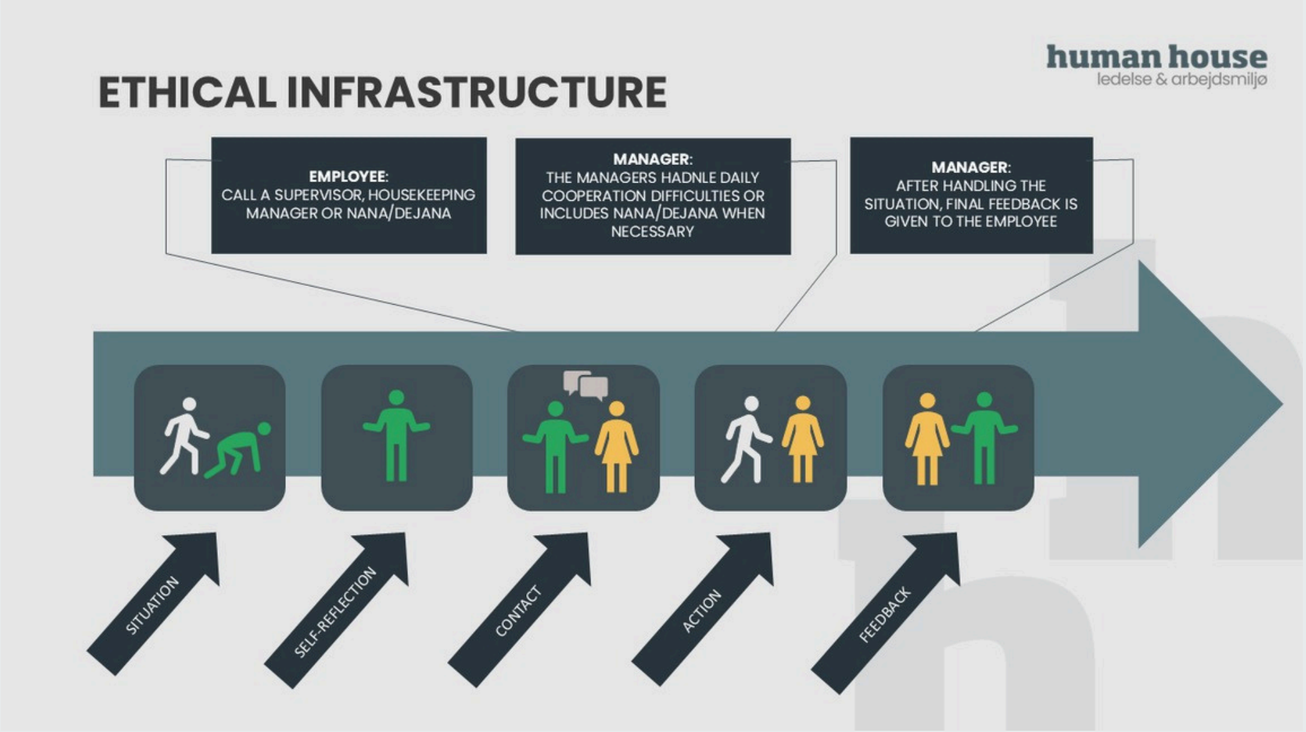
If a manager or supervisor receives a report of harassment, they will contact HR, and an investigation into the specific circumstances will be initiated. This typically involves conducting individual conversations/interviews with the complainant, the alleged harasser(s), and any witnesses. As a general 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.

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

Additional information

Are you interested in knowing more?
If so, you can read more about KHRS, E-asylearn our various projects and latest news on our websites:

www.khrs.dk
www.khrsacademy.dk
www.e-asylearn.dk

You can also get in touch with us by mail or phone:
Mail: info@khrs.dk
Phone: +45 35 36 22 09