



In the light of increasing globalization, automation, and digitization, companies like ours are facing significant changes that impact cohesion and the foundation of existence

This requires thinking and acting responsibly, with consideration for the world we all are a part of. In this landscape, we all have an important role to play, as it is an unavoidable realization that we are influenced by and impact each other.

At KHRS, we think and act with a focus on values, and this is reflected in our approach to leadership in business and strategy development.

We view our social responsibility as an integral part of our business model and organizational culture, forming the framework for our ESG Strategy (Environment, Social, and Governance).

We are a Facility Management company that has been providing various services in commercial cleaning and the hotel and restaurant industry since 1981. Our primary clients are 4- and 5-star hotels in the Capital Region of Denmark.

On a daily basis, we work towards implementing our solid and sustainable strategy, which is geared towards responsible solutions. Transparency and responsibility for people, society, and the environment are the focal points.

Our strategy is comprehensive and focuses on the following:

- Employing people on the fringes of the labor market
- Retaining existing employees
- Responsibility towards our environment

As an established player, we take responsibility by creating and initiating change that makes a difference. We support the UN's 17 Sustainable Development Goals and actively seek to implement six of these in our practices.



In our world, there are no one-size-fits-all solutions when working with people. One of our goals is to promote gender equality, prevent inequality, and create better access to the education system and job market.

We can only succeed in this by working with potentials and focusing on meaningful connections between people.

ENVIRONMENT

It is important for us, as a service company, to support Danish workplaces, limit logistics, and minimize environmental impact while establishing good collaborations. Cleaning is one of KHRS's core tasks, and as such, our company unavoidably has an impact on the environment.



We do our best to reduce our negative environmental impact, including using certified cleaning products that bear the Swan label or the EU Ecolabel.



Additionally, during the training of our employees, we provide guidance on the correct dosage of cleaning agents to prevent overdosing. We also implement water-saving measures, such as the use of microfiber cloths and mops during cleaning tasks.

VI OPFYLDER  SERVICENORMEN



... Og vi er stolte af at sætte standarden for ordentlig service

KHRS ApS is accredited by DS (Dansk Standard) to meet the approval requirements in the Service Standard, obliging the company to comply with applicable requirements related to financial statements, personnel policies, staff training, environment, occupational health and safety, prevention of illegal labor, updated service certificates, insurance conditions, etc.

A Responsible Company

To ensure quality, we have implemented systems that can measure, assess, and follow up on the quality of our service offerings. Written guidelines for quality control have been developed, providing our employees with access.

These guidelines ensure clear lines and instructions for our staff. Simultaneously, they serve as the company's documentation for quality in deliveries to our customers, employees, and the surrounding community.

KHRS ApS has developed a clear written environmental policy and an environmental management system to ensure that the company consistently meets the environmental requirements in the Service Standard. It is also a requirement in the Service Standard that the occupational health and safety are legally organized, and the mandatory occupational health and safety training is offered and completed according to applicable regulations.

As the only ones in the market, we offer both Insta 800 and NIR with support in 11 languages, including Ukrainian, Arabic, Turkish, and Somali, through KHRS' own e-learning platform,

E-asylearn.



...with Responsible Customers

We also impose requirements on our customers. The majority of our hotel customers are members of The Green Key. The Green Key is an international environmental certification awarded to tourist businesses that make an extra effort to protect the environment. A certified environmentally friendly business must meet numerous specific and relevant environmental requirements, which are ensured through a comprehensive approval procedure and ongoing monitoring.

Social

We believe that a strong business model is built around social sustainability, contributing to an inclusive work community that values and recognizes 'divergent profiles' as valuable. Providing individuals on the fringes of the job market with a real chance is enriching for our company in both economic and developmental perspectives.

In 2006, we expanded our foundation and aimed to truly implement our core values and CSR policy into our business practices. Since then, we have sharpened our focus on promoting integration with an emphasis on improving quality of life and contributing to a more cohesive daily life.

The target audience for various projects has included resource-challenged citizens with language barriers, a lack of work identity, physical or mental challenges, lack of motivation, etc.

Our intensified effort to provide all citizens with opportunities for development and entry into the Danish job market constitutes the uncompromising driving force that led to the establishment of KHRS Academy, exclusively dedicated to driving social activities.

Our initiative to bring more people on the edge or outside the job market into regular employment aligns well with the UN's mission to create sustainable growth through employment:

"to promote sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all." (UN, Sustainable Development Goal No. 8)

Some examples of completed projects include:

·**Gribskovmodellen:** A collaboration with Gribskov Municipality, focusing on getting non-Western immigrant women into employment.

·**New Ressources - Together for Integration:**

A collaboration with the Municipality of Copenhagen and Jobservice Denmark (STAR), aiming at upgrading the skills of non-Western immigrants to facilitate their entry into regular jobs.

·**Sporskifte:**

An internal project where employees with many years of seniority at KHRS are retrained for other positions to avoid wear and tear. The project is supported by STAR.

·**CSR Project - Dissemination of Corporate Social Responsibility:**

The goal is to employ citizens far from the job market through training and a comprehensive approach. This successful project resulted in 75% of the participants entering regular employment.



Alene i 2018 var den samfundsmæssige gevinst ved vores sociale arbejde i følge Cabis sociale beregner 24.939.000 kr.,



In line with UN Sustainable Development Goal No. 8.8, we have a particular focus on immigrant women, as there is significant potential to positively impact both the women and the local community. We employ our own methods, strategies, and tools, which have proven to be effective.

Our educational programs have a sector-specific approach, meaning that citizens are taught and activated within specific professional areas, aligning with the general requirements and expectations of businesses for employee qualifications.

Through our various initiatives, we have succeeded in employing 111 women from MENAP countries, including Turkey, in our workforce.

Governance

At KHRS ApS, we strive to improve and often ask ourselves the question:

"Where does the potential for development lie to run a strong business that, through its activities, leaves a positive impact on the world?"

Running a responsible and ethical business is not something that can or should be taken lightly. It requires consistency, transparency, a degree of flexibility, and leadership that is genuinely committed, even when faced with challenges.

Decent Conditions

We have a collective agreement with 3F and are members of the employer organizations DI and HORESTA



HORESTA



Små tiltag

As a corporate sponsor, we support the work of Red Barnet (Save the Children), the fight against cancer, and the initiative "Danmark planter træer" (Denmark plants trees).

Close cooperation with organisations in the Nordic Region



Eures partner

KHRS ApS is a partner in the European job placement network, working to promote free movement in Europe. We maintain close collaborations with organizations across the Nordic region.

Nordic Council of Ministers

KHRS ApS has a close collaboration with the Nordic Council of Ministers and has participated in several events. Most recently, we presented at an event related to the release of a report where we are highlighted as a 'best practice.'



Vision: To make the Nordic region the most sustainable and integrated region.

Cabi - room for more at work



Using Cabi's screening tool "360 degrees of social responsibility," we have conducted an assessment of our company's social responsibility. The results have been positive, leading us to join a larger network of companies that are leaders in taking social responsibility and actively working on retention strategies.



We invest in our employees

Our employees are our greatest asset, and we take good care of them, ensuring they work under fair conditions and are organized through 3F.

It is important for us that our employees thrive in their daily lives and work in a safe and secure environment. Many of the job functions our employees perform are physically demanding. Therefore, we strive to counteract wear and tear and prevent injuries and workplace accidents by providing thorough training in ergonomic work positions and lifting techniques.

In 2016, we won the first Copenhagen Municipality Business Award in the category 'Environment and Social Responsibility.'



"KHRS is a company that has demonstrated impressive social responsibility. The company has been successful in creating employment opportunities for individuals distant from the labor market and has managed to build a strong business while establishing an inclusive and diverse workplace in Copenhagen."