



# 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.



VI STØTTER RED BARNETS ARBEJDE



VI STØTTER KAMPEN MOD KRÆFT



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.

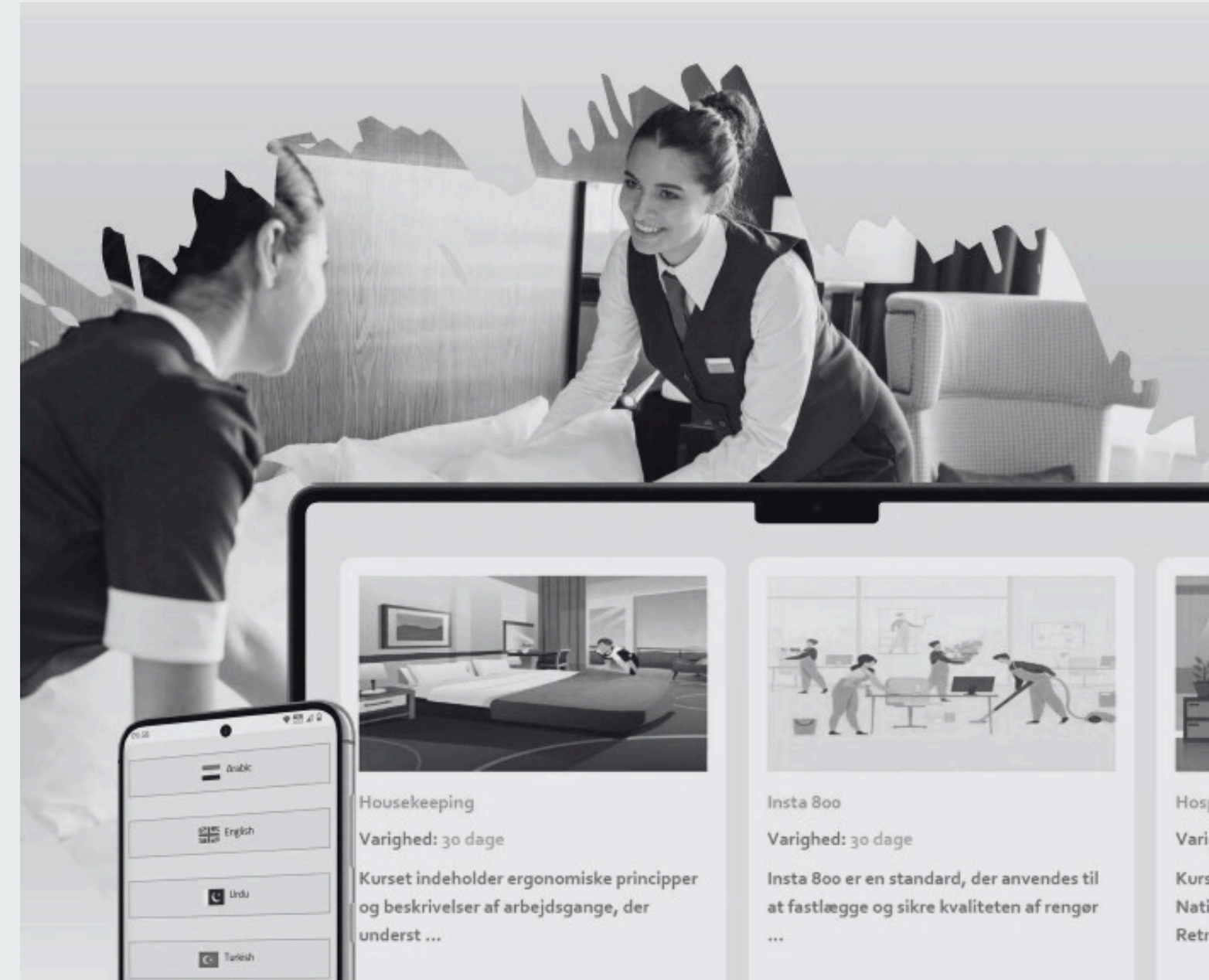
This ensures that all our employees gain full understanding of the training material, even if they face language barriers or other challenges that may hinder the learning process. E-asylearn is available both via web browsers and as a smartphone app.

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

It is a condition for recruitment 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

KHRS has an agreement 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

Udbetaling af løn sker 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

A labor 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

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

## 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

You must be 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 compenensation.

# 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 drive in 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 our cleaners 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

All employees complete self-monitoring after each completed assignment.

## Quality assurance

Our supervisors and inspectors 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

## Alcohol

Ingestion of 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

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

## Hygiene

It is 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

It is not 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

All employees can maximum 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 wear recognizable 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 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.



## 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](http://www.khrs.dk)

[www.khrsacademy.dk](http://www.khrsacademy.dk)

[www.e-asylearn.dk](http://www.e-asylearn.dk)

You can also get in touch with us by mail or phone:

Mail: [info@khrs.dk](mailto:info@khrs.dk)

Phone: +45 35 36 22 09

