



Charlottehaven

STAFF HANDBOOK



WELCOME TO CHARLOTTEHAVEN

This is our staff handbook, available to anyone who wishes to read it. The handbook relates our story, our strategies and our staff policies. It's online and updated continuously.





OUR STORY

In the late 1980s, Finn Simonsen bought the Kryolitgrund site at Østerbro, Copenhagen. The first building to be erected on the site was Tietgens Have, home of SKAT, the Danish Tax Agency, for many years.

Ten years later, utilisation of the site continued in collaboration with the architects Boje Lundgaard and Lene Tranberg for the construction of 178 flats.

Inspired by his years abroad, Finn Simonsen wanted to expand Charlottehaven as an elegant setting for sustainable and inspiring activities. He wanted to give Østerbro a unique centre where users could keep fit, stay the night in serviced apartments, eat and hold parties, both privately and with colleagues.

It took a few years for the result to emerge after the idea first came about. Charlottehaven opened its doors in May 2004, and Finn Harald Simonsen named the site after his wife, Charlotte.

2020 saw the advent of The Tower with 37 new hotel apartments. The Tower is located just 50 metres from the 'old' Charlottehaven, also known as The Garden.

The Tower is a building that lives up to its name, soaring 56 metres above the Nordhavn district and with roots that stretch even further down. 140-metre-deep underground excavations have made The Tower self-sufficient for heating, cooling and hot water. This sustainable energy is pumped around the 37 flats in the building with the help of solar power from panels installed on the top of the tower.

Charlottehaven operates as one unit in two locations:

The Garden at Hjørtinggade 12C

The Tower at Hjørtinggade 35

We meet daily – if nothing else, then for a pleasant lunch!



The waiter team always ensures great coffee and a cozy start to the day for our guests.

MISSION

We give our guests personal service and our dedicated, committed employees create positive experiences for them.

VISION

Charlottehaven aspires to be the place you keep coming back to visit.

VALUES

- Informal
- Friendly
- Thoroughness
- Openness
- Reliability

CHARLOTTEHAVEN'S OBJECTIVES

To improve earnings through satisfied customers who experience a highly professional, top level of personal service. This is accomplished through our committed employees, who reflect our fundamental values and are attracted and retained through value-added training.

X-FACTOR

Proximity.

HR POLICIES

Our employees truly set Charlottehaven apart from its competitors and are a vital prerequisite for our success. With this in mind, we have developed HR policies to ensure we are able at all times to attract and retain the most motivated and committed employees in the industry.

RECRUITMENT POLICY

We treat all candidates professionally and leave a positive impression of Charlottehaven. The recruitment process is handled as far as possible by the manager in whose department the new employee will serve, in cooperation with the operations manager.


job@charlottehaven.com receives the incoming applications, which are acknowledged with a receipt, before being forwarded to the heads of department. The head of the department conducts brief, initial interviews with the relevant candidates. A job trial should be discussed. The best-qualified candidates are then invited to a more in-depth interview, where the operations manager is also present. References are always taken up for the preferred candidate, and the operations manager prepares and signs the contract.

ONBOARDING POLICY

It matters to Charlottehaven that we have competent employees who know the building and can provide our guests with a high level of service.

That's why our thorough onboarding programme is vital, to get the new employee off to a good start.

It is the manager's job to continuously align expectations with the new employee. After approximately 2.5 months of employment, HR arranges an informal 3-month evaluation, where the manager, employee and HR evaluate the first three months. Any disagreements, misunderstandings or other such issues will be resolved as soon as possible.



Our iconic hotel tower lights up the night – and as part of the team, you help create the magic behind the scenes!

DEVELOPMENT POLICY

We want to promote and support employee development through appropriate challenges, training and knowledge sharing. Primarily in our everyday work, but also through internal and external training, staff exchanges, etc.

Charlottehaven is responsible for developing our employees' level of professionalism in line with the requirements of the job. However, we consider that the employees themselves have a responsibility to take the initiative for this learning and development.

When employees have taken an external course, it is vital to prioritise communicating the new knowledge to relevant colleagues. The operations manager and the line manager are responsible for putting this into effect.

PERFORMANCE AND DEVELOPMENT REVIEW (MUS)

Each year in Q2, an employee-and-manager performance and development review session is arranged.

In this dialogue, the employee and the manager discuss and align expectations for the job, collaboration and the employee's development at Charlottehaven.

The starting point is a dialogue-based concept prepared by the management and sent to the employee before the session so that there is time to prepare. The nature of the session document may vary from year to year depending on Charlottehaven's strategy and focus areas. During the session, the manager and employee prepare a conclusions document outlining what has been agreed and action steps.

OFFBOARDING POLICY

It is always Charlottehaven's desire that termination of the employment relationship with an employee is done in a respectful manner. In the event of dismissal, the line manager and the operations manager plan the dismissal jointly, taking equally into consideration the employee who is to be dismissed

and the rest of the company. When an employee resigns, HR conducts an offboarding interview with the employee immediately after the resignation. The purpose of this interview is to gain insight into any inappropriate conditions in the job, collaboration, or management that we should consider changing to make the workplace even better with a view to strengthening employee retention.

PAYROLL POLICY

Charlottehaven follows industry wage development and takes account of economic conditions in society, but also particularly the overall result for the building. Thus, employees' wages are not necessarily adjusted every year. Wages are a personal and confidential matter, not to be discussed among colleagues.

STAFF HANDBOOK A-Z

THE WORK

WORKING HOURS

Your working hours are stated in your employment contract and agreed with your department manager. The daily lunch break is unpaid, i.e. taken at the employee's expense.

UNIFORM

You must arrive already wearing your uniform and be present in your department at the start of working hours, and changing out of your uniform at the end of your working hours must take place after the end of your working hours.

In departments where a uniform requirement exists, Charlottehaven pays for having your uniform cleaned. However, the employee must wash the issued shirts/T-shirts, etc. The employee will be issued with a uniform and guidelines at the start of employment. And it is the employee's responsibility to comply

with the uniform requirement at work. The uniform requirement may only be waived for internal meetings without guest interaction.

SALARY

Your employment contract will state whether you are on a fixed monthly salary or whether you are paid an hourly wage. The amount of your salary will be stated in the contract and it will be paid monthly in arrear. Your salary will be available in your bank account on the last banking day of the month.

Wage payments for hourly-paid workers follow the months from the 21st to 20th, and salaries follow the calendar months. Any changes to your personal details (name, address, telephone, bank, etc.) must be communicated immediately to the accounts department.

HEALTH INSURANCE

Charlottehaven offers a health insurance policy to all full-time employees who have been employed for 3 months. This means, among other things, that rapid treatment is possible at a Danish private or foreign treatment centre in the event of serious illness.

PENSION

Charlottehaven has entered into an agreement with a brokerage firm to ensure that we have the most favourable pension scheme at any given time. This means you have the opportunity to contact the company if you want a quote for joining a pension scheme. Please ask the general manager if you would like to know more about this.

LEAVING

If you wish to stop working for Charlottehaven, you must notify your line manager of your intention in writing in accordance with the applicable rules on notice of termination, etc., in your employment contract. Any termination situation must be handled with respect and dignity. The objective is that former employees should be positive ambassadors for Charlottehaven.



Bibi is our general bookkeeper, who keeps a watchful eye on every detail of our accounts.

THE WORKING ENVIRONMENT

At Charlottehaven, we consider the working environment and the surrounding environment. It is a common goal for employees and managers in Charlottehaven that everyone should thrive in their work. We prioritise a positive working environment and try to prevent occupational injuries.

Each year, we prepare and circulate job assessments (APV reports), which are conducted anonymously and with follow-up each time.

AMO (OSH and environmental organisation)

We have a working environment committee comprising one representative of the employees and one from the management, and our general manager.

The working environment committee meets quarterly. Employees will be notified 10 days before each meeting. Input is very welcome.

STAFF MEETINGS

Our regular staff meetings are a major and important part of our internal communication – which is why they are compulsory and included as working hours.

PSYCHOLOGICAL WORKING ENVIRONMENT

To ensure a positive working environment, all employees must be aware of and comply with our policy on abusive activities, including bullying and unwanted sexual attention. All employees should know what is expected of them, how we work together to prevent and deal with abusive activities, bullying or unwanted sexual attention, and all employees should know where to seek help.

An **abusive activity** is when one or more persons grossly or repeatedly expose other persons in the company to behaviours that are perceived by those persons as degrading. An abusive activity differs from bullying in that the

systematic element is not necessarily involved, nor is duration a stand-alone parameter.

Bullying is when one particular person is subjected to abusive activities over a long period of time or grossly and repeatedly. Bullying can also be when the same person exposes one or more specific people to abusive activity over a long period of time or grossly and repeatedly. A characteristic of bullying is that victims cannot defend themselves effectively against the abusive activities.

Unwanted sexual attention is any unwanted sexual approach or behaviour that violates, humiliates or intimidates a colleague or offends normal dignity in the workplace. This can be, for example, unwelcome touching, kissing, dirty jokes, indirect or direct demands for/threats of sexual intercourse, unwelcome enquiries about sexual matters or showing pornography.

We have a zero-tolerance policy for abusive activities, bullying and unwanted sexual attention in our business, and if any employee carries out any of the above activities, there will be employment implications for the person who has committed the harassment. If a guest perceives any such harassment, the company's approach is the same, with zero tolerance of such behaviour, which will result in immediate dismissal.

To prevent abusive activities, bullying and unwanted sexual attention in the workplace, all employees should observe the following guidelines:

- Respect your colleagues
- Remember that people have different boundaries
- If you experience activities that you perceive as abusive or unwanted approaches, please speak out immediately
- Always take "no" for an answer if a colleague says no
- If you experience abusive activities, bullying, or unwanted sexual attention, go to your line manager, a trusted colleague or a management team employee

- Intervene if you notice a colleague being subjected to abusive activities, bullying or unwanted sexual attention (for example, by going to your line manager, a trusted colleague, or a management team employee)

What to do, as an employee, if you experience abusive activities

If you experience bullying, sexual or abusive behaviour from a colleague or guest, do the following:

- Immediately contact your line manager, a trusted colleague, or someone on the management team
- If you are alone at work or unable to contact your line manager, a trusted colleague or someone on the management team, you are authorised to decide whether a guest should be expelled. If the perpetrator is a colleague, you must immediately contact your line manager, a trusted colleague or someone on the management team (contact info for your line manager or someone on the management team can be found in Ziik)
- If you have the opportunity and feel up to the task, please describe the incident in writing as soon as possible after the time of the incident so that the case can be quickly passed to the OSH team.

What to do, as a colleague, if you witness abusive activities

If you experience bullying, sexual or abusive behaviour among colleagues, do the following:

- Speak up if you overhear a colleague being subjected to abusive activities
- Listen to the colleague who feels violated
- Contact your line manager, a trusted colleague, or someone on the management team
- If you have the opportunity and feel up to the task, please describe the incident in writing as soon as possible after the time of the incident so that the case can be quickly passed to the OSH team.

It is important to participate every time to keep up to date and to be able to provide the best service. Notification of absence, with a reason, must be communicated to department manager.

WHISTLEBLOWER PLATFORM

As an employee, you can report serious matters anonymously or if you have reasonable suspicion of such matters.

Through our whistleblower platform, you can submit information about reprehensible matters or report actions that are unethical, illegal or in violation of internal policies. The scheme is to be used to bring matters to light that would not otherwise have come to light.

HR related matters cannot be reported in this system, but must instead be discussed with the immediate manager, director or HR.

It can be reported confidentially with indication of name and contact information or, if desired, 100% anonymously. All inquiries are treated confidentially and securely.

The whistleblower platform is available on the staff intranet, ZIIK.

HOLIDAYS

THE DANISH HOLIDAYS ACT

The old Holidays Act has been replaced by a new Holidays Act on the principle of simultaneous holiday. This means that, unlike in the past, we now accrue and take holidays simultaneously. The year in which you take your holidays is therefore the same as the year in which you accrue holiday entitlement, and not as previously, when you used to accrue holiday entitlement one year and take it the next.

The new holiday year runs from 1 September to 31 August. You accrue 2.08 holiday days per month, equivalent to 24.96 days per year (25 days' holiday, equivalent to 5 weeks off).



Maria is our HR and fitness manager and deals with everything from recruitment to training courses. And she also puts on great staff parties.

You may find that you don't have enough holiday days to take your holiday if you take a lot of holiday entitlement at the same time, because there isn't time to accrue it. If you do not have enough holiday entitlement accrued, you can ask to "borrow" holiday from the company; in other words, you can get an advance on your accrual of holiday entitlement. Please speak to your line manager about this.

HOLIDAY ALLOWANCE

Some employees receive pay while on holiday and other employees have a holiday allowance that they can take out when taking their holidays.

If you have paid holidays, you will receive full pay during your holiday and your monthly salary will not be reduced.

In the case of holiday allowance, the company regularly pays 12.5% of a person's monthly salary into the holiday account (or similar).

Employees can then take out their holiday allowance when they go on holiday, because the company does not give the employee any pay while on holiday. Here, it is important to keep track of your finances so that you have money set aside for your holiday, when you get paid less.

All who receive pay while on holiday receive a holiday supplement of 1% of their salary in the holiday accrual year, which is paid in two instalments. The first instalment is with their May salary for the period 1 September – 31 May, and the second instalment is with their September salary for the period 1 June – 31 August.

The holiday supplement is compensation covering the difference between 12.5% in holiday allowance and pay excluding holidays, since 12.5% in holiday pay, as a percentage, is greater than 5 weeks' salary.

EXTRA DAYS OFF

In addition to 5 weeks' holiday (25 days' holiday), some employees also get 5 extra days off. These are not comparable with holiday days and must be handled separately.

Extra days off are accrued on the same principle as holiday days, i.e. the same period of accrual (1 September – 31 August), but with 0.41 extra days off per month, equivalent to 4.92 extra days off (5 extra days off).

These days cannot be taken in a block and, again, you may need to “borrow” when we reach the end of the period, as you will continue to accrue entitlement up to the very end of the holiday year.

Extra days off are not transferable to the next holiday year and lapse upon termination.

MAIN HOLIDAY

The main holiday is the summer holiday period. It is during this period that the industrial holidays and school holidays also take place, when much of Denmark is on holiday.

The main holiday for employees of Charlottehaven is from 1 June to 31 August and, during this period, there are 3 weeks of compulsory holiday for all employees.

Holidays and extra days off are defined at departmental level and by agreement between you and your department manager or the general manager. Maximum consideration is given to Charlottehaven's operations in this regard.

No later than three months before your summer/main holiday, we will agree when it is to be taken. We try to accommodate your holiday wishes.

If you are a salaried employee, you can take Christmas Eve and New Year's Eve off with pay.

MATERNITY POLICY

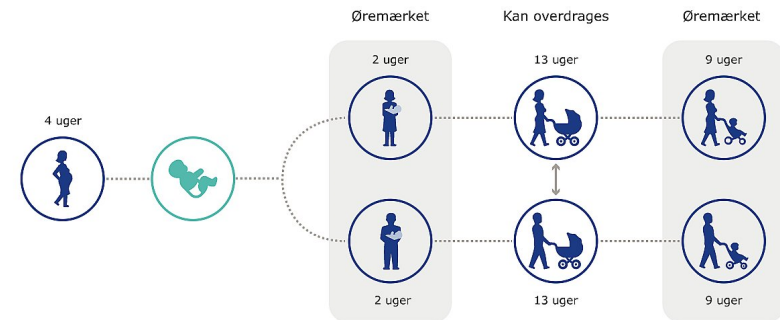
As an employee at Charlottehaven A/S, you are entitled to leave during pregnancy and maternity in accordance with the rules of the Maternity Act. Salary during maternity leave follows the rules of the Salaried Employees Act for salaried employees, along with the rules specified below.

YOUR LEAVE CAN BE ARRANGED FLEXIBLY

Maternity leave rules allow employees to arrange leave in various ways, providing flexibility in the utilization of leave to best support the needs and desires of parents. For example, employees can extend or postpone leave, and if one parent wishes to take more leave than the other, leave can be transferred between them.

SALARY DURING MATERNITY LEAVE

For employees who have 12 months of seniority at the time of childbirth, Charlottehaven A/S provides salary during pregnancy and maternity according to the following guidelines:



Anm.: De ni øremærkede uger gælder kun for lønmodtagere.

After one year of uninterrupted employment by the due date, Charlottehaven A/S pays full salary to:

The parent giving birth

- Pregnancy leave for 4 weeks before the expected delivery date
- Maternity leave for 14 weeks after childbirth
- Parental leave for 10 weeks after the expiration of maternity leave

Father/Co-parent

- The designated 11 weeks, for the father/co-parent, distributed as 2+9 weeks

NOTIFICATION OF LEAVE

In connection with taking leave, there are several deadlines that you, as an employee, must adhere to. The most important deadlines are outlined below:

For mothers

- With 3 months' notice, the employee must inform Charlottehaven A/S of the expected delivery date and whether the employee will use the right to 4 weeks of absence before childbirth (pregnancy leave). If the due date changes during pregnancy, the employee must inform Charlottehaven A/S of the new expected delivery date as soon as possible.
- If the employee transfers up to 8 weeks of leave to the father or co-parent (leave from the 3rd to the 10th week after childbirth), Charlottehaven A/S must be notified at least 4 weeks before the expected delivery date. Charlottehaven A/S must also receive information about whether the employee wishes to take other leave during the period from the 3rd to the 10th week after childbirth.
- If the employee takes leave within the first 10 weeks after childbirth, Charlottehaven A/S must receive information about when the employee wishes to resume work, no later than 6 weeks after childbirth.

For fathers/Co-parents

- No later than 4 weeks before the expected delivery date, Charlottehaven A/S must receive information about whether the employee wishes to take 2 weeks of leave in connection with childbirth.
- If the employee has transferred all or part of the mother's first 8 weeks of transferable leave after childbirth, which must be taken within the

first 10 weeks after childbirth, Charlottehaven A/S must be notified at least 4 weeks before the expected delivery date.

- If the employee has transferred all or part of the mother's first 8 weeks of transferable leave after childbirth to be taken after the 10th week after childbirth, Charlottehaven A/S must be notified of this no later than 6 weeks after childbirth.
- If the employee wishes to start leave from the 11th week after childbirth within the first 10 weeks after childbirth, Charlottehaven A/S must be notified at least 4 weeks before the expected delivery date.

For both parents

- If the employee takes leave from the 11th week after childbirth, including transferred leave, Charlottehaven A/S must be informed of the start of the absence and the length of the leave, no later than 6 weeks after childbirth.
- If the employee wishes to postpone up to 5 weeks of leave (legally based postponed leave), Charlottehaven A/S must be notified no later than 8 weeks after childbirth. When the employee wishes to take the postponed leave, Charlottehaven A/S must be informed no later than 8 weeks before the start of the absence.

***NOTE:** In addition, there are a number of special notification rules, such as if the child is admitted to the hospital within the first 46 weeks after childbirth or in other special situations. These rules are not described here, but more information can be found on borger.dk.*

If you have any questions, feel free to contact your manager.

ILLNESS AND ABSENCE

PURPOSE AND CONDITIONS

The sick leave policy is based on openness, active diligence, trust, honesty and

a proactive approach by all parties. This provides the best conditions for fulfilling the purpose of the sick leave policy.

An open dialogue between the manager and the employee is the cornerstone of the sick leave policy for both short and longer periods of illness. The sick leave policy covers all employees of the company.

The purpose of our sick leave policy is to keep the employee in contact with the company and to ensure a speedy return after the illness.

If the working environment is the cause of the illness, the safety organisation will become involved.

Our sick leave policy takes the individual employee and his/her situation as the starting point, as the employee is the most important person in our sick leave policy.

PROCEDURE FOR SICK LEAVE:

- You must let us know you are sick by phone no later than 7 am (on the first day of illness)
- The employee must contact his/her line manager on the 3rd day of sick leave by 6:45 am if the absence will continue, to provide an update on the period of illness and the prospects for returning to work. It will be agreed individually how contact will proceed from then on if the sick leave continues. The manager can offer an appointment for dialogue to identify what help is needed and to find solutions
- A medical certificate is not obtained automatically by the company, but the company reserves the right to request one in accordance with applicable rules
- A round-table discussion can be offered in special cases (see below)

DIALOGUE SESSION

As soon as the employee has been off sick for more than 5 consecutive

working days or when the employee has had 3 periods of sick leave within the past 3 months, a dialogue session must take place (even one day's absence counts as a period of sick leave). The time of the dialogue session is immediately after returning, after a long illness or after a 3rd period of sick leave.

The purpose of the dialogue session is to establish the reasons for the absence and to resolve any problems so that the employee is able to return to work as soon as possible. In addition to the employee and the line manager, the general manager also attends the dialogue session.

An action plan is drawn up between the company and the employee, which involves completing a work retention schedule. In the period following the dialogue session, the line manager is responsible – together with the employee – for abiding by the decisions agreed at the session.

Further follow-up can be agreed at the dialogue session. The employee may contact his/her line manager to arrange a follow-up meeting.

DISMISSAL

In connection with our sick leave policy, the company may dismiss the employee in accordance with the company's rules and agreements if

- The employee does not wish to enter into a dialogue with the company about solutions
- The employee does not comply with agreements entered into
- The absence continues unchanged and there is no particular reason for this, or
- No sustainable long-term solution can be found for both the employee and the company



Our fitness center is the perfect place for a healthier daily life – and as an employee, you train for free!

CHILD'S FIRST DAY OF ILLNESS

Any parent has the right to absence on the first day of his or her child's sudden onset of illness, if it is absolutely necessary for the parent to be there. This also applies if the child is injured at school or at a childcare institution.

Basic criteria for the absence to be approved:

- The child must be under 15 and must be living with the parent who is to be absent
- There must be a need for the parent to be with the child
- The absence must be compatible with conditions at the workplace

Charlottehaven pays salary during the absence, which is limited to 5 days per calendar year. These days can be divided into half days so that parents can share the absence on the day.

If you need further absence in connection with sick children, you must apply to your line manager to take holiday or one of your extra days off. In exceptional cases, a waiver may be granted if a written agreement is entered into with the management.

Please note that only one of the parents can take the first sick day for each period of illness. The parent who is not at home on the child's first day of illness cannot stay at home on the child's second day of illness and call that the child's first day of illness. The child's first day of illness occurs only once per period of illness.

IT POLICY

INTERNET USE

Full access to the Internet is a prerequisite for our ability to do our work. Not all websites are equally professional, and browsers are not completely secure.

This may put Charlottehaven at risk from people trying to access our systems and data or otherwise trying to harm the business.

It is not permitted to use Charlottehaven's Internet access to view, download, or transfer material that is indecent, pornographic, threatening, racist, or contains sexual harassment. Violations of the rules are considered to be a material breach of the employment relationship and may result in termination of the employment relationship without notice (expulsion).

E-MAILS

The e-mail system is an important part of Charlottehaven's communications system. Accordingly, the content of e-mail mailboxes is generally owned by Charlottehaven.

If you are absent from your e-mail for a long time (absence of more than a few days' duration), incoming e-mails must be forwarded to a colleague, or your absence must be made clear using the "Out of Office Assistant". Forwarding is by agreement with your line manager.

Reasonable personal use of e-mail is permissible, but this must not conflict with the company's use of e-mail facilities.

The e-mail system is for the use of employees only. You must help prevent unauthorised access to e-mail accounts, such as by closing the e-mail program after use.

At Charlottehaven, e-mail and the Internet are for professional use only. The network and all e-mails and Internet use are considered the property of Charlottehaven.

If deemed necessary for operational or security purposes, Charlottehaven may record and read any and all e-mails and Internet use.

Our IT equipment and programs are monitored by our IT managers, who have access to all computers in the building. In all other respects, we follow the rules of the Danish Data Protection Agency, including:

- Once an employee has left the workplace and can no longer access his/her personal e-mail account, the account may only be kept active for a maximum of 12 months
- As soon as possible after the employee leaves the workplace, an auto reply is placed on the e-mail account, stating that the employee has left and any other relevant information
- Details of the personal e-mail address must be removed from the workplace website and other publicly available information sites as soon as possible
- Only one or a very few trusted employees should have access to the former employee's personal e-mail account

SOCIAL MEDIA

We recommend that you use your social media in your spare time, unless you have a role that involves using the company's social media.

MOBILE POLICY

The company acknowledges the importance of creating a focused work environment for all employees. This mobile policy has been developed to support this purpose and ensure that work hours are utilized efficiently for the benefit of both employees, guests, and the company.

Mobile Use during Work Hours

Mobile phones may only be used during breaks to minimize interruptions and enhance concentration throughout the workday.

Storage of Mobile Phones

Mobile phones must be securely stored in the employee's locker or bag during their shift. This helps avoid distractions and fosters a more professional work environment.

Exceptions and Emergencies

We recognize that exceptions and emergencies may arise where employees need to be accessible. In such cases, we encourage employees to inform their immediate supervisor or colleagues and find appropriate solutions to minimize disruptions.

If your work for Charlottehaven requires the use of your phone as a necessity, such as taking photos for social media, acting as a deputy, or running errands, this should be coordinated with your immediate supervisor.

If you have a company phone from Charlottehaven, you are entitled to use it during work hours, as it is an essential tool for your tasks.

Responsibility and Trust

This policy is based on trust that employees understand the importance of maintaining a focused work environment. It is expected that employees act responsibly and adhere to the guidelines for mobile usage.

Feedback and Adjustments

We encourage all employees to provide constructive feedback regarding the mobile policy. Management will continuously assess the policy to ensure it supports the company's goals and creates an optimal work environment.

We believe that this mobile policy will contribute to ensuring more focus and productivity among our employees, as well as better interaction with our guests and an elevated level of service. We appreciate your collaboration in creating a positive and efficient workplace.

SECURITY

Charlottehaven's network is protected from unauthorised intrusion by a firewall. In addition, a filter has been set up to limit access to the Internet for



The housekeeping team always provides crisp, white duvets in the apartments.

individual users or user groups and to restrict access to selected pages on the Internet.

Please note that we will record which pages you visit and that Internet use may be followed up on an ongoing basis. If you abuse your access to the Internet, this will be reported to management.

GENERAL DATA PROTECTION REGULATION (GDPR)

Charlottehaven is subject to the GDPR and the Danish Act on Processing of Personal Data as well as to the ePrivacy Directive, which is implemented in Danish law as the Order on cookies.

The rules cover personal data (i.e. an identifiable natural person) and not data that does **not** contain personal data such as company data and similar.

CHARLOTTEHAVEN GDPR – ORGANISATIONAL MATTERS:

Charlottehaven is a data controller according to the rules and in cases involving data subprocessors where data processing agreements have been entered into.

Internally at Charlottehaven, the management is the data controller for personal data, and on a day-to-day basis this role is carried out by Maria Schultz (gdpr@charlottehaven.com) or another employee designated by management. The activity also includes updating via Lexoform and updating of the privacy policy and cookie policy.

As an employee of CHARLOTTEHAVEN, you must keep up to date via this guide and, in accordance with the guidelines in this guide, you must report any data breaches or other GDPR incidents, both in cases where you have acted in such a way that an incident has occurred and if you become aware of an incident that did not involve you.

GUIDE – GDPR DATA PROCESSING IN CONNECTION WITH EMPLOYMENT

General personal data

Retention and processing, typically of the following personal data, is necessary for the processing and performance of an employee's employment contract:

- Name
- Contact details (e-mail, phone number, address)
- Date of birth
- Diplomas/courses/certificates
- References
- Job description
- Terms and conditions of employment and contractual conditions
- Included in pension conditions
- Included in health insurance
- Reports of employee interviews and personal information related to employee interviews and job assessments (APV)
- Warnings/notifications
- Absence
- Images – including on the Intranet
- Contact details of next of kin in the event of an accident

Sensitive/confidential information

- Health information related to reimbursements and fit-for-work certificates
- CPR (civil registration) number – to be used when dealing with pay, tax and pension matters

Disclosure of personal data

In some cases, we disclose an employee's personal data to third parties, including:

- SKAT and other public authorities
- The pension scheme
- Health insurance
- Bank

Storing data

By signing the employment agreement and receiving this guide, the employee consents to the retention and processing of personal data by Charlottehaven.

Personal data needed to manage the employment relationship will not be deleted. Other information will be deleted after 5 years plus the current year.

As a general rule, your personal data will be deleted/disabled immediately after the termination of employment, unless there are other special circumstances that justify retaining it for longer. Other special circumstances may include, for example, any pending cases and/or incomplete or non-obsolete property claims and where personal data about the employee needs to be kept in connection with the processing of customer relations such as bookings, etc.

GUIDE TO GDPR PREPAREDNESS – WHAT SHOULD YOU DO IF:

1. Applications coming to your inbox

All applications must be sent to job@charlottehaven.com, and you must therefore reply to e-mails with the signature “please send applications to job@” and then delete all correspondence with the applicant.

2. Contact from persons who require register access, deletion or other information covered by the GDPR

- Right of access: Right of access to the data about a person that Charlottehaven processes, as well as various other information.

- Right to rectification: Right to have any incorrect data we hold about a person corrected.
- Right to erasure: In special cases, a person has the right to erasure of data about that person sooner than Charlottehaven would otherwise generally erase it.
- Right to restriction of processing: In some cases, a person has the right to have the processing of his/her personal data restricted.
- Right to object: In some cases, a person has the right to object to Charlottehaven’s statutory processing of that person’s personal data.
- Right to transmit data (data portability)

All such requests must be sent immediately to gdpr@charlottehaven.com.

Upon receipt, any such request must be registered by Charlottehaven in Lexoform, including date and identification.

The request must be examined and a reply sent before the expiry of the 30-day deadline.

3. What must be entered into our systems?

We do not enter any SENSITIVE data. Examples of this could be:

- “Joe Bloggs in the company has a nut allergy”. Here, instead, we write that someone in the company has a nut allergy without stating who.
- “Joanne Bloggs in 121 needs a wheelchair for her disability”. We do not write this; NO record may be made of health information.
- “Fred Bloggs requires a fitness programme because he has a shoulder injury” – this, again, is health data that must not be recorded.
- “Ibrahim in room 122 must not be disturbed as he is a Muslim and has to pray at 10” – here, we just state that he must not be disturbed.

- “Sally Smith in 251 with her husband Peter Patterson” – this specifies their sexuality; IF it is important that both names are included, their status as a married couple must be deleted.

4. Requests from the Danish Data Protection Agency:

If any requests come in from the Danish Data Protection Agency, the person responsible for the GDPR at Charlottehaven will take up the matter and decide on further processes in consultation with the management.

COMMUNICATION

Charlottehaven seeks open and honest dialogue at all levels. We aim to keep you fully informed of your rights and obligations, as well as of matters and decisions relating to your employment and work. There are not very many of us, and we spend many hours together. Be part of helping us to have good days together in a positive environment.

A guest's first impression of us is important. You, your colleagues and Charlottehaven are part of a united effort to make our guests feel welcome. In other words, we must give them that really special experience that makes us stand out from the crowd so they want to come again.

Our guests are, of course, very different. But you must help ensure that, no matter what department they interact with, they have the same positive, welcoming experience every time. Together, we must make sure we fulfil our guests' expectations and wishes. This will bring continuing success for both you and Charlottehaven.

If you agreed something for a guest, it is your responsibility to abide by what you've agreed. Above all, always be correct in relating to the guests in our establishment, even if you do know them personally.



The whole kitchen team is always at work – both upstairs in the kitchen and downstairs.

Out of consideration for our guests, it's important to limit the use of personal mobile phones to what is strictly necessary.

NEWSLETTER & SOCIAL MEDIA

We encourage all employees to sign up for our newsletter. To sign up, visit our website. It's great, too, if you want to follow us on social media and help us to keep sharing our posts:

- www.facebook.com/Charlottehaven
- Instagram: charlottehaven_2100

INTRANET

Our internal communications take place mainly via our Intranet. We share all sorts of things such as events in the building, good news, new concepts, important announcements and more. When you become an employee, you will receive a welcome e-mail. Please install the app and have notifications turned on within 7 days of taking up employment. This is mandatory for everyone.

An Intranet works best and enhances collaboration if lots of people participate actively in the dialogue. Page: charlottehaven.ziik.io

App:

1. Visit the Google/Apple store
2. Search for "Ziik"
3. Download the app
4. Open the app and enter the following domain: charlottehaven
5. Log on using username: your e-mail and password: 12345678

WRITTEN COMMUNICATIONS

We all express ourselves differently and use language in different ways. Written communications between two different people therefore greatly increase the chances of being misunderstood, unless we give as much thought to form and language each time we write as we do to the content.

Of course, in all communications, exercise care and remember that others may perceive your conduct in different ways.

STAFF BENEFITS

Charlottehaven offers a range of staff benefits. Charlottehaven employees enjoy a number of attractive discount schemes, described in more detail in the following sections.

CAFÉ

You and your family and friends are welcome to dine in the café when you are not on duty, with a staff discount of 25% (max. 8 people). The discount rate applies to all products in the café.

PRIVATE PURCHASE

You can buy wine and other items at cost price, and your order must be delivered to your department manager. Your staff purchases will be deducted from your paycheck.

TIPS

It is OK to receive gratuities/tips.

FITNESS

You can work out in our fitness centre on favourable terms if:

- You are 18 or over
- You only work out during your free time, i.e. before or after working hours (not in lunch breaks, etc.)
- The team is not fully booked
- Fitness equipment, etc., is available – as far as possible, you should work out in "quiet" periods when there are not many members around

This benefit is subject to tax legislation and it is the employee's own responsibility to notify the tax authorities about it. The above rules apply to all employees – regardless of any other rules you may currently be aware of.

Individuals can set up a personal training programme, but this must be coordinated with the fitness manager. The programme must not entail higher costs incurred by the centre or paying members having to wait for their programmes.

It is permissible to bring a friend along to a workout when the employee is working out. If your friend wants to work out at other times, he/she can buy an associate's membership for around 60% of the standard price. Each permanent employee can have 3 friends' passes. Membership applies to new members, i.e. not to existing, paying members. The friends' pass reverts to the normal rate when the employment relationship ends. The starter package is optional for the associate – if the starter package is selected, this is at full price.

Registration: You have to register as paying members and sign the conditions of membership. Therefore, please ask about registration at the fitness desk.

You need to check in using your card just like other fitness centre members so you can be registered.

You are expected to work out responsibly and clean up after yourself, and use a towel when working out.

HEALTH PROGRAM

We offer a health program for all employees, designed to motivate a healthier lifestyle. The program includes, among other benefits, the right to one hour of training per week during working hours, as well as tailored workout and nutrition plans.

At the start of the program, all employees will be assessed based on various health parameters, such as strength tests, body fat percentage

measurements, and blood pressure checks. These data points will serve as the foundation for the personalized training programs and health-promoting initiatives.

The health package includes:

- Tailored personal training programs
- Personalized meal plans
- One hour of training during working hours per week (minimum 30-hour weekly norm)
- Home workout resistance bands
- Two monthly training videos with 30-minute strength and mobility exercises
- Weekly employee-exclusive training sessions
- Quarterly follow-up health assessments

The goal is not only to achieve individual results but also to foster a collective effort in making Charlottehaven one of the healthiest workplaces in Denmark.

The health program is both an investment in individual well-being and an initiative to create a workplace culture where health is a priority for everyone. We believe that a healthy workforce is a productive workforce.

To get started with the health program, simply visit the reception to book an appointment.

HEALTH CHECKS – PARTICULARLY FOR NIGHTSHIFT WORKERS

Due to the nature of the work, Charlottehaven offers all nightshift workers a health check before they start working nights for us, and then every three years. Please work with your line manager to arrange an appointment with your family doctor.

You can choose whether to accept the offer of a health check. Charlottehaven does not record whether or not you accept the offer.

The result of the health check is confidential and will not be passed on to Charlottehaven.

ACCOMMODATION

If you wish to book a reduced-price overnight stay at Charlottehaven (DKK 600 excluding breakfast for staff and DKK 800 for friends/family), you must always have the agreement of your department manager, who will make the booking. The booking can be confirmed no earlier than two days before arrival. There is different pricing if you want to secure an apartment well ahead of time or of a specific category. Some dates and seasons may be unavailable.

Those of you who live a long way from Charlottehaven can stay free of charge if you are unable to get home by public transport and you have to be on duty early the following day. However, please restrict your use of the apartment facilities as much as possible. For this, too, you must have the agreement of your department manager.

PARTIES

Contact your nearest manager if you wish to host a larger event with us. Then we'll discuss what is possible.

SCREEN GLASSES

Charlottehaven will pay for your screen glasses for standard frames and lenses or standard contact lenses.

MISCELLANEOUS

ALCOHOL POLICY

Beer, wine, spirits and other stimulants may not be consumed during working hours, including breaks. However, each department manager may approve providing a glass of wine or similar for special occasions.

If an employee is found to be intoxicated or under the influence during working hours, this can lead to immediate expulsion.

IMAGE MATERIAL AND PERSONAL DATA

At Charlottehaven, we regularly take photos and videos that are used in either print or digital marketing.

Upon your employment, you also agree that Charlottehaven may use, in various contexts, photographic material of you and your name and work-related information, including your e-mail address, title and work phone number for the purpose of marketing the business. If you do not wish your photograph to be included, please inform us. You can withdraw your consent at any time.

CONFIDENTIALITY

You are expected:

- To comply with the desire of Charlottehaven A/S, Hjørringgade 12C, DK-2100 Copenhagen Ø, CVR 27 34 84 08 for unlimited confidentiality (non-disclosure) in relation to any and all material and information in any form provided for the performance of work
- Not to reproduce material, either verbally or in writing, to any 3rd party without the agreement of Charlottehaven
- Use the information you have about our customers only to perform the task assigned to you
- After the end of our cooperation, return any documents issued by Charlottehaven A/S.
- Confidentiality applies for the duration of the cooperation agreement and for an unlimited period after termination of the agreement



The coffee machine is always a good place to meet for a little chat.

PARKING

Cars must be parked in designated parking spaces in the underground car park. Bicycles and scooters must be parked in the bicycle racks opposite the main entrance or in the basement.

SMOKING POLICY

Charlottehaven is a completely non-smoking workplace – in the sense that smoking is not permitted during working hours. Smoking is not permitted within the grounds of Charlottehaven.

Therefore, if you want to smoke during unpaid breaks, please head towards Gl. Kalkburderivej. Smoking is not permitted on Hjørringgade.

Our smoking policy is based on our overall thinking about positive experiences, health and well-being. We want these values to permeate the entire company, and for that reason we have also taken the stance of being a smoke-free workplace.

NOTE: E-cigarettes are treated in the same way as ordinary cigarettes.

If you fail to comply with this smoking ban, you will receive a written warning. If it happens again, you will receive another written warning. The third time, your employment will be terminated in accordance with your employment contract.

GROOMING AND PERSONAL STYLE

It is your responsibility to ensure your clothes are always clean throughout your time on duty. Similarly, we expect your appearance to be consistent with a service job. Makeup, hairstyles and any beards must be discreet and must not be a distraction from the service we provide daily.

In non-uniform-wearing departments, the employee's clothing must be clean and correct.

For café staff who are in direct contact with food, the wearing of rings is not permitted for hygiene reasons. Long hair must not be left loose.

The only permitted visible jewellery items are a watch, bracelet, necklace and earrings. Any tattoos or piercings must be covered.

THEFT

All theft is reported to the police and will result in immediate expulsion.

SCHEDULE AND CHECK-IN SYSTEM

Lessor Workforce is a web-based intranet that we use for various purposes here in our building.

As an employee, you will be given a system login, and you will need to update your master data online, among other things. We also use the system to plan shifts, so that is also where you will find your schedule. All employees – unless otherwise agreed – are required to check in and out for their shifts, and you can also swap shifts with others in the system.

You will receive more information about Lessor Workforce in connection with your employment.

VIDEO SURVEILLANCE

At Charlottehaven, we want the best for our guests and employees alike – and that is precisely why Charlottehaven uses video surveillance for the safety and security of you and our guests. Among other things, this is to prevent and deter criminal acts such as robbery, abuse of the Dankort and other offences. Recordings are made in both guest areas and staff areas.

WELCOME TO
CHARLOTTEHAVEN