

Personnel policy

for KN Rengøring



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Introduction

We employ a large number of employees and are thus a major player on the labour market. This comes with a responsibility to maintain an unambiguous and sustainable personnel policy.

The personnel policy supports KN Rengøring's overall objectives and strategies, which together form the common working basis for both the management and service employees. The personnel policy guidelines that are described in this personnel policy have been approved by the management of KN Rengøring.

The objective of the personnel policy is to familiarise everyone, including customers, partners and employees, with KN Rengøring's attitudes and values. It is therefore the objective that these attitudes and values are expressed in the day-to-day cooperation between the management and the employees. From the recruitment phase to the training phase and, if relevant, to the time of resignation.

We are very focused on delegating responsibility to the individual employees in order to increase their motivation and thereby the quality of the work that is performed. We only hire employees with a clean criminal record and, due to the work instructions and the need to be able to understand norm data sheets and product instructions in general, we only employ people who can speak and understand Danish or English at an acceptable level.

As a supplement to that, the personnel policy also describes how we manage CSR issues, including the integration of socially vulnerable individuals and issues related to "The Accommodating Labour Market".

The personnel policy is revised successively in accordance with societal requirements and the development of the labour market. It is intended that the personnel policy should be adjusted on an ongoing basis and be evaluated and kept up to date every two years.

Organisation and objectives

KN Rengøring is a prominent company in the service industry, and its primary focus is on supplying professional cleaning services.

KN Rengøring must be a productive and attractive workplace that:

- Can deliver comprehensive solutions for the cleaning/service area
- Maintains a customer-oriented focus - with competitive and quality-conscious workflows
- Is recommended - customers will recommend us to new customers because (at a minimum) we deliver the agreed upon service.

KN Rengøring wants to ensure that the company's objectives, visions and strategies are reflected in the personnel policy. This is aimed at ensuring that our employees have broad and content-rich jobs and good opportunities for professional development in the company.

KN Rengøring considers the company's employees and the knowledge that they possess to be the company's most important asset.

The personnel policy is to ensure that there will be made ongoing adaptations to address requirements from customers and others for how the tasks are completed and also to address the employees' opportunities for achieving the best possible working conditions and opportunities for professional development.

Our attitudes in relation to a good working environment are expressed as follows:

- KN Rengøring must hire, retain and develop a qualified group of employees that can meet the requirements of the industry and customers
- In our personnel policy, we are aware that good and loyal employees bring the commitment on an everyday level that both we and our customers need
- The company's management must preserve a flat and transparent organisation that promotes an open communication and dialogue between the management and employees
- Every individual employee must have the opportunity to act independently and develop their competences
- All employees must - within the natural frameworks that are determined based on considerations for customer agreements, the environment and quality requirements - have an influence on their own work situation. Elimination of monotonously repeated work
- All HR issues and challenges must, as far as possible, be resolved immediately and always taking into account the principles of the negotiated collective agreement

It is the responsibility of the company's management, together with the individual service managers, to ensure compliance with our personnel policy and to act on the basis of the principles of that policy even during a hectic regular working day in an organisation with a lot of employees which, to a great extent, are working on a decentralised basis at independent workplaces.

The individual service managers and operations managers in the company are responsible for managing all the service employees under their department.

Operations manager

Makes revisions, prepares offers and has the overall responsibility for operations
- Contacted as needed, participates in regular management meetings.

Service manager

Overall responsibility for management and communication in connection with the collaboration and is also the daily manager of the service employees and the supervisor.

Supervisor

Local, stationary work management with daily contact to the contact person and/or the end user at the location.

Service employees

Cleaning and service personnel

Recruitment and hiring

Via a responsible hiring process and a positive working environment, KN Rengøring strives to retain employees as long as possible, despite the fact that the service industry is known for its high levels of employee turnover.

KN Rengøring wants to employ good, committed and professionally capable employees. Therefore, the recruitment of the correct types of employees is a core area for our HR department.

Potential new employees go through a recruitment process that uncovers their potential, including their attitudes to service, quality and cooperation and also ensuring that they are loyal and stable employees that are capable of becoming good colleagues. Potential employees must also document that they have a clean criminal record.

When there is a need to recruit new employees, the company's operations managers and service managers can consult the subjects that are in the CV database and then call them in to a personal interview. KN Rengøring uses both internal and external recruitment to fill vacancies.

Via the internal recruitment process, the company tries to develop and retain current employees' potential while also strengthening their motivation and mobility.

Employment

All employees that are hired by KN Rengøring receive a thorough introduction to the company's objectives, visions and values during the onboarding process. Including practical instructions, work clothes, procedures for calling in sick, contacting the service manager, rules for scheduling holidays, etc.

At the same time, employees are issued with a uniform that varies depending on the nature of the work, but it always indicates a clear association with KN Rengøring. All employees carry visible ID cards with photos.

Introduction and evaluation

KN Rengøring has set up a training programme for all new hires.

The objective of the training programme is to create the best possible conditions for making a new employee feel welcome and to quickly feel comfortable in the company and with their new colleagues.

The introduction can take place in the following ways:

The establishment of an individual introduction programme that is adapted to the new employee and the individual requirements of the location in connection with performing the work at the customer's location. On the professional level, at the customer's location: a "contact person scheme" where the introduction also includes on-the-job training supervised by an experienced colleague who acts as a mentor for the new employee. The mentor assists with answering questions of a professional, practical and personal nature. A shared introduction programme where several new hires participate in an introductory course about KN Rengøring and our customers.

It contains:

- KN Rengøring's background and objective
- KN Rengøring's organisation and tasks
- The employees' opportunities to influence their workplace
- Customer care and customer-related activities

Before the end of the trial period, there is scheduled a discussion with the new employee.

The purpose of this discussion is to provide a space for evaluating the employment so far, assessed equally by both parties. At the same time, it is considered whether the mutual expectations that were in place have been met.

A typical programme for a new hire

Activity:	Content:
1st.	Day of work:
Cleaning plan / area	A general review of cleaning plans
Material	Presentation of carts and other equipment. Instruction in the use of and adaptation of the cart/ergonomics. A review of and instruction in the cleaning methods/ergonomics.
Cleaning agents	The cleaning agents used daily are reviewed - PH values, dosages, etc.
2nd	Day of work Same as day 1.
3rd	Day of work The cleaning employee starts working under supervision.
4th	Day of work Same as day 3.

The above introduction will be closely coordinated - on a daily basis - after which every individual workplace will be evaluated for the purposes of determining the status of the employee's situation.

After the 2nd week, every individual employee will be onboarded, and then the work will proceed carefully according to the prepared cleaning plans and instructions.

Information and dialogue

The management at KN Rengøring is responsible for ensuring that all employees have sufficient information about subjects that are important to the company's work, customers and activities in general. Therefore, part of the management's responsibilities include ensuring that all employees are sufficiently informed.

Special focus areas in connection with the company's information policy are:

- Openness about the work
- Transparent decision-making processes
- Having information available
- Respect for the natural curiosity/interest

It is our conviction that well-informed employees:

- Are more swiftly able to understand the nature of a task and how to solve it
- Work in a more targeted manner
- Can see the purpose of the work that they are carrying out
- Have higher levels of job satisfaction and, as a result, work more efficiently
- Are better able to support their manager

The management must thus inform its employees to such an extent that:

- The employees have sufficient information in relation to what they need to solve a given task
- The employees feel that they are an integral part of the process and organisation
- The employees feel that they bear part of the responsibility

On an ongoing basis, the management must ensure that the relevant information reaches the employees quickly and effectively, if relevant, by sending out newsletters to the employees

Social measures and responsibility

Family policy

KN Rengøring is focused on creating the best possible correlation between work and family life, especially for employees with young children, for example via giving employees the opportunity to schedule their own working hours and working reduced hours.

In addition, as per the applicable rules, employees can take a day off when a child gets sick, take a leave of absence to take care of children, take personal care days, etc.

Flexible work schedule

Whenever it is feasible, there will be the opportunity for a flexible work schedule. The flexibility goes both ways, so that both the managers and employees demonstrate the required levels of flexibility.

Reduced working hours

The desire to have reduced working hours is met to the extent that it can fit into the company's work schedule and the tasks that need to be solved with our clients.

Leave of absence and taking time off without pay

Besides the applicable legislation concerning leave of absence, etc., it is KN Rengøring's policy - to the extent that it is compatible with the company's interests - to have a favourable view on employee requests to take a leave of absence.

In particular when it comes to looking after sick children and relatives, efforts will be made to accommodate time off without pay or reduced hours as per the applicable rules.

Maternity leave / child care leave

Employees who have been on leave due to maternity or taking care of children are offered to have a talk with their line manager before they return to work.

During the talk, they will discuss any potential changes in the employee's work tasks and, if relevant, special wishes for future working hours, etc.

Illness

Every effort is made to reduce the number of sick days as much as possible and there is a targeted effort from management to reduce the average number of sick days.

It is therefore the responsibility of the management to monitor the absence due to sickness and step in as early as possible when employees start taking more sick days.

In the event of long term or frequent absence due to illness, the line manager must generally have a meeting with the employee in order to clarify whether the absence due to illness is caused by conditions at the workplace.

In the event of long-term illness, the line manager must have a confidential talk with the employee, discuss the process and, if relevant, the need for an adjustment of working conditions to match the current work capacity. This may lead to an offer of, for example, reduced working hours or being transferred to another area of work.

It is the management's responsibility to ensure that neither short or long-term illnesses impact the agreements that have been signed with KN Rengøring's customers. The management must therefore continually prepare action plans for a sufficient manpower reserve in the event of illness.

Senior schemes and resignation schemes

KN Rengøring wants to create the opportunity for senior schemes and resignation schemes or to enter into agreements on partial retirement or voluntary resignation.

Senior schemes concerning gradual retirement apply to all employees who have reached the age of 55 and they involve the opportunity to enter an agreement on reducing working hours (transitioning to part-time work).

Resignation / dismissal

The employment normally ceases voluntarily and in connection with a transition to another occupation or starting retirement.

The aim is to avoid having to lay off people against their will, for example, by implementing hiring freezes, not replacing workers who leave, entering into agreements on voluntary resignations, leave of absence or replacements.

According to the collective agreement, dismissals are always allowed if a lack of jobs or a redistribution of tasks warrant it.

If it should become necessary to lay off employees, the case will be presented to the cooperation committee as soon as possible with a view towards discussing the principles for any potential dismissals.

A dismissal that is based on the employee's personal circumstances, including poor work performance, lack of skill, cooperation issues, illness, disciplinary incidents, etc. takes place within the framework of the collective agreements or the Danish Salaried Employees Act.

Dismissal interview

All employees who voluntarily resign will be offered to have a talk with the management at KN Rengøring.

The talk will be focused on the employee's evaluation of his/her employment in the company, including the reason why the employee in question wishes to quit.

Senior employees

Senior employees are a valuable resource which often have a great deal of knowledge and experience related to the company, its tasks and workflows.

Therefore, it is in the interest of both the senior employees and the company that all efforts are made to use the experiences that the older employees have gained while at the same time ensuring that their opportunities for development and secured in accordance with the planned work.

All employees at KN Rengøring who have reached the age of 55 are offered to have a senior meeting with their line manager, if relevant, as part of their annual performance review.

During the meeting, the focus will be on the senior perspective, the employee's expectations for their further working life and the question of how the senior years are to be spent.

The senior meeting might include elements such as wishes for special tasks, training, transfers, work schedule and placement, opportunities for taking a leave of absence, etc.

Social issues

KN Rengøring will work with municipalities and other public institutions to actively take advantage of the opportunities found in the social legislation in order to create and offer jobs on special terms for groups of citizens who find it difficult to find a job and for current employees whose work capacity has diminished for health and/or social reasons.

In accordance with this, the company has created the following types of employment:

Flexible jobs, light jobs, job training and pooled jobs.

Smoking and alcohol policy

It is not permitted to smoke on the company's premises (indoors) nor in company cars.

In addition, all employees must also comply with legislation and local rules and smoking policies when at our customers' locations.

KN Rengøring does not accept the consumption of alcohol or other mood regulating substances during working hours or to an extent that in any way impacts the ability to perform one's work.

Exceptions can only be made as per a separate agreement with the company's management, for example, at anniversary celebrations and the like.

KN Rengøring wishes to support employees who have become addicted to alcohol or other drugs and help them to seek advice and treatment. Among other things, the support provided includes time off from work to attend treatments, etc.

Any inquiry or dialogue concerning this between the employee and the company will be treated confidentially.

Problems and questions in connection with this will be attempted to be solved together with the employee, the local union representative and the company's management.

Equal opportunity

KN Rengøring wishes to see completely equal opportunities between the genders at all levels. At the same time, the company seeks completely equal opportunities in terms of religious affiliation, cultural background or nationality.

The company therefore wishes that all of its employees, regardless of gender or background, have the same opportunities for being hired, professional development, further education, promotions and working conditions in general.

The company seeks to have a more equitable distribution of gender in the job functions where job choices and recruitment have turned out to be gender-based.

KN Rengøring must be a workplace where every employee thrives in a good working environment.

The management will therefore actively work towards promoting equal opportunities for all employees.

Working environment

KN Rengøring is extremely focused on ensuring a good and healthy working environment where its employees thrive, both physically and mentally. The company will therefore always live up to the intentions behind the working environment legislation and seek to ensure that all employees have a safe and healthy working environment.

Training and professional development of employees

Professional development and further education

The growing requirements for quality and flexibility in how we solve our tasks at KN Rengøring on behalf of our customers, including the considerations for recruiting and retaining employees, requires that we continue to develop and improve the competences and qualifications of our employees.

KN Rengøring therefore considers it both a right and an obligation for employees to continually develop themselves professionally and enhance their skills.

The individual employee is thus responsible for his/her own professional development in the company, but it is the obligation of the company to ensure the best possible conditions for this.

The management must therefore create the space, time, opportunity and incentive for professional development and further education.

This competence development at KN Rengøring must create a correlation between the company's overall strategy and objectives and the professional development of the individual employees.

Employees must develop themselves both professionally and personally so that they are capable of contributing in a qualified manner to the best possible solution of the customers' current and future tasks.

The competence development is to take place in part via traditional means whereby the employees participate in brief internal or external courses or long-term competence-enhancing further education study programmes.

The primary competence development must, however, be made during the daily work via targeted learning processes that create experience.

The competence development on the job can take place with on-the-job training (mentor), project work, the setting up of independent groups, etc.

In addition, competence development can take place via teaching projects, job rotation, reassignment, reading of academic/professional literature, etc.

At KN Rengøring, competence development is an ongoing process that, among other things, is completed on the basis of talks between the management and the employees.

Annual employee reviews

As part of the competence development processes, there is an annual employee review meeting in the company.

The annual employee review meeting is a talk between the employee and their line manager which includes topics such as current responsibilities and tasks, cooperation and well-being, mutual expectations, needs for development in terms of future tasks and a development plan, including the need for training/education and the evaluation of the collaboration.

Before the annual employee review, both the employee and the manager will prepare by filling out a form. The manager must also have prepared a competence profile prior to the meeting for the individual employee or employee group.

For some employees (service employees) the annual employee review can be held as a group meeting. However, every employee can always request a one-on-one meeting with their line manager.

Development plan

In connection with the holding of annual employee review meetings, there must be prepared a development plan for the next 12 months.

The plan must include objectives for the employee's competence development and describe the concrete activities that need to be carried out in order to reach the goals.

The development activities may include changes to work tasks, participation in courses and education processes, etc. There must be set a date for when the individual activities must be completed.

The development plan is mandatory, both for the employee and the company, and both are responsible for ensuring that the agreed upon activities are completed in accordance with the development plan.

The development plan is evaluated and can be further developed at the next annual employee review. However, the plan can always be supplemented with new activities that the manager and employee agree on.

Mobility

KN Rengøring wishes to promote the employee's mobility via transfers that serve to create more flexibility and a greater ability to adjust, which also helps to ensure the development of employees and that employees get new challenges.

Mobility is considered as part of the ongoing competence development, which is determined for the individual employee at the annual employee review meeting.

When an employee have been employed for more than 3 years in the same role, the annual employee review must include a discussion about potential new wishes and opportunities for transfers, both internally and externally.