

Hotel Borgholm's Equality and Diversity Policy 2024

Introduction It is fundamental for us that Hotel Borgholm operates sustainably. Contributing to a sustainable society is seen as a strong factor for success and we approach all we do with this consideration in mind.

We always act in accordance with applicable national legislation and take reasonable measures to prevent direct and indirect violations of human rights, labor laws, environmental laws, competition laws, and anti-corruption regulations. This policy is based on the ten principles of the UN's Global Compact, which regulate issues related to human rights, labor conditions, the environment, and anti-corruption. The statements in this policy set the minimum requirements for Hotel Borgholm's operations.

Scope, Compliance, and Responsibility The policy is binding and applies to all employees, regardless of the form of employment. Hotel Borgholm's management team is responsible for ensuring the content and meaning of the policy is communicated, understood, and adhered to by all employees. Managers are also expected to encourage their employees to report incidents that may constitute violations of the policy.

Hotel Borgholm will ensure that employees have the information, knowledge, and proper means to carry out daily routines in accordance with the policy. All employees must adhere to the guidelines in the policy throughout their employment. It is of great importance that the services and products we offer are sustainably produced, therefore, we communicate this policy to our suppliers. In cases of policy violation where there is a willingness to comply with the principles stated in the policy, our first step will be to initiate a dialogue with the concerned person, provided that Hotel Borgholm does not suffer financial, reputational, or other losses as a result. Depending on the nature of the violation, Hotel Borgholm may also issue a warning or terminate the agreement with the employee. If a violation of the policy is noticed, it must be immediately reported to the nearest manager or to another person designated by the company.

Work Environment Policy The work environment should be characterized by everyone feeling needed, safe, and enjoying their workplace. We should have open communication and open doors. We are open and responsive to each other's needs and wishes. We care about maintaining job satisfaction and loyalty to one another. Our ambition is to keep our operations at the highest possible level in terms of service, personal interaction, and product quality. Employers and employees shall cooperate to achieve a good working environment. If you perceive someone violating this policy, it is important that you help us by speaking to the responsible person.

We all work towards a safe and pleasant work environment where we minimize the risks of physical and psychological injuries. No employee should have to perform tasks that expose them to risks of harm. We actively work to minimize these risks and through proper training and information keep our employees well aware of the risks to actively prevent injuries. We conduct and document regular health and safety training and take necessary and preventive measures when identified as needed.

Alcohol & Drug Policy We have a zero-tolerance policy for alcohol and drugs in the workplace. This also includes being hungover. Participants who are influenced by alcohol or other drugs in the workplace are immediately suspended from their duties, and an investigation begins. Anyone who notices that a colleague is under the influence should contact the safety representative or management. It is then management's responsibility to take care of the affected individual. As an employer, there is always an obligation to assist employees with issues to access appropriate help with the aim that they can return to their duties.

Non-Discrimination Policy The company and its operations take discrimination and harassment of all kinds seriously. In the workplace, everyone has equal rights and value regardless of gender, affiliation, religion, or ethnicity. The company's efforts against discrimination in the workplace are based on the UN Declaration of Human Rights and Swedish anti-discrimination legislation. We should have a workplace completely free from harassment based on gender, disability, sexual orientation, religion, or ethnic origin and all other forms of violations. If you perceive someone violating this policy, it is important that you help us by speaking to someone in the management team.

Guest/Customer Interaction Our guests/customers are our most important asset and should be well cared for. All guests are equally valuable and deserve equal attention. We meet our guests with a smile and greet them cheerfully as we encounter them on the premises. We all feel a great responsibility to interact with our guests with our own personality and we are attentive to the guest's needs. We gladly engage in conversations and strive in all situations to give 100% of our best. When guests have questions and requests, we think in 99% of cases, Yes! we can arrange that, and we all feel that we have the authority within our job tasks to make decisions on these matters. Saying Yes! involves responsibility and follow-up; if you cannot resolve the issue, you are responsible for forwarding it or delegating the task.

Reasonable Employment Conditions Hotel Borgholm has signed collective agreements, and we pay fair compensation to our employees and have processes to counteract unwarranted differences in pay. All employees should have contracts written in a language they understand that clearly outline the terms of employment and termination. No employee should be subjected to or threatened with physical or psychological punishment, sexual, physical, or verbal harassment, or abuse.

Confidentiality and Privacy Hotel Borgholm will always protect individuals' rights to privacy and confidentiality, whether the person stays at our hotels or is employed. When Hotel Borgholm has access to stored personal data, we consider our guests' and employees' right to privacy and confidentiality according to current legislation under GDPR.

Conflict of Interest Business decisions must always be made with the company's best interest in mind. Employees must never use or exploit their position within Hotel Borgholm or their influence for any purpose other than supporting Hotel Borgholm's interests. Personal relationships and considerations must never influence business decisions or hiring and firing. This includes potential personal gain for employees as well as for their relatives and friends. Employees must be transparent about potential conflicts of interest and recuse themselves

from decision-making that creates or could be perceived to create a conflict of interest and always inform their nearest manager if there is a risk of a conflict of interest.

Scope, Compliance, and Responsibility Hotel Borgholm reserves the right to decline arrangements that we assess to be in conflict with this policy or otherwise could pose a risk to our employees, guests, or to Hotel Borgholm's operations and brand.

TOGETHER WE ARE SERIOUS – WE ARE WORK ETHIC, JOY, AND SUCCESS.....

Management Team March 2024