

# COMMUNICATION ON PROGRESS (COP)

Period covered by your Communication on Progress (COP) From: 2019-01-01 To: 2020-01-01

## 1. STATEMENT OF CONTINUED SUPPORT BY THE CHIEF EXECUTIVE OFFICER

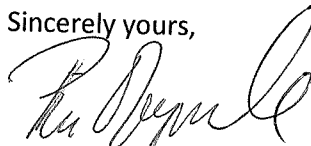
March 5, 2020

To our stakeholders:

I am pleased to confirm that AB Nya Grand Hôtel reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,



Pia Djupmark, CEO

## 2. DESCRIPTION OF ACTIONS

### Human Rights

The work environment is included as an integral and natural part of the company's overall operations. The minimum requirement is to comply with current occupational health and safety legislation, but we will constantly aim towards a higher level. Work environment involves all activities, equipment and premises as well as the way to manage and organize the work.

AB Nya Grand Hotel has adopted a Whistleblower Policy to enable all employees of Grand Hôtel Group, business partners and other stakeholders to report serious misconduct in the company. An independent Whistleblower system is in place and communicated to all employees.

The company views human trafficking as a serious violation of human rights and labour laws and does not accept prostitution at the hotel. In line with this, we continuously strive to maintain a well-functioning organization with the appropriate routines in place to combat prostitution-related activities.

Diversity is a natural part of our business. This means that everyone is treated equally both at recruitment, in staff development and wage determination. All assessment in this context is unbiased.

We have initiated a mandatory online on-boarding tool for all staff to become informed and knowledgeable of the Human Rights policies at AB Nya Grand Hotel. By this method we can measure that all employees have actively been informed about Human Rights at our company.

### Labour

AB Nya Grand Hotel is an active member of Visita, the hospitality industry employer organization, which through collective negotiations with the hotel and restaurant workers' union (HRF) and the white-collar trade union (Unionen) establish agreements that regulate employee wages and working conditions.

We have two local branches of labor unions, white- and blue-collar workers, with monthly recurring discussion meetings.

AB Nya Grand Hotel has a minimum age limit of 18 years for employment and does not accept child labor or work involving minors. AB Nya Grand Hotel does not allow any kind of non-voluntary workforce.

We have initiated a mandatory online on-boarding tool for all staff to become informed and knowledgeable of the Labour Rights policies at AB Nya Grand Hotel. By this method we can measure that all employees have actively been informed about Labour Rights at our company.

## Environment

Applicable environmental legislation, regulations and other requirements to which the organization is concerned, and that environmental requirements are imposed on suppliers and products provide the basis for establishing and following up comprehensive and detailed environmental goals and improving environmental performance. Suppliers need to adhere to our requirements of a sustainable supply chain.

We economise our resources and, as far as possible, use renewable natural resources in our work and integrate environmental issues into the supply of services and products. We separate the organic waste in our waste management to be recycled into biogas.

We only acquire electricity that is environmentally friendly from wind power.

We measure our greenhouse gas emissions quarterly.

## Anti-Corruption

We have signed the Swedish Code on Gifts, Rewards and other Benefits, administered by the The Swedish Anti-Corruption Institute (IMM).

We refrain from giving and receiving any incentives, including gifts and entertainment, which may pose an unhealthy loyalty or perceived to do so.

Personal relationships must not affect business decisions, appointments or terminations. To avoid conflicts of interest, employees may not work in parallel outside the company without informing the management.

All gifts, rewards and other benefits must be approved by the individual's senior reporting manager.

### **3. MEASUREMENT OF OUTCOMES**

Key performance indicators

Absentee rate, % 4.6

Carbon emissions, tonnes (Scope 1 and 2) 419

Customer satisfaction, NPS 70

Recycled food waste to biogas, tonnes 77