

# Code of Conduct

## Business partners and suppliers

At Arp-Hansen Hotel Group, decency and responsibility are keywords in the way we do business. Therefore, we live by a set of guidelines for decency, responsibility and good practice - towards each other, our guests, our employees, our business partners, the society and the environment.

This company was founded and is still owned by the Arp-Hansen family. It is very much the Arp-Hansen family values that have become the company values that we live by every day: Trust, presence and ambition.

At Arp-Hansen Hotel Group, we see our suppliers, service providers and other collaborations as key alliances and partnerships. Our partners are crucial to the good product and high quality that Arp-Hansen Hotel Group delivers. We therefore value mutual loyalty, respect, creativity and care in our cooperation. It is our clear ambition to maintain long-term partnerships that benefits all parties.

Therefore, we only want to work with partners who demand the same high level of integrity and business conduct from their own employees and their subcontractors as we demand from ourselves. In this Code of Conduct for Business Partners and Suppliers (CoC) we set a number of requirements for environmental, social and ethical conditions.

This CoC constitutes Arp-Hansen Hotel Group's minimum requirements and does not replace the business partner's responsibility and duty to exercise sound judgement and seek guidance on proper business conduct. In case of doubt, business partners are encouraged to seek answers and clarification from their contact persons in Arp-Hansen Hotel Group or in the Supply Chain & Operations Compliance department at [procurement@arp-hansen.dk](mailto:procurement@arp-hansen.dk).

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## A business partner and supplier to Arp-Hansen Hotel Group...

### Environment and climate

... commits to continuously aim to reduce its direct and indirect CO<sub>2</sub> emissions, including its energy consumption and amount of fossil fuels.

... minimises the use of substances harmful to the environment and health as well as unwanted chemicals.

... minimises the amount of packaging throughout the value chain and continuously seeks opportunities to convert to more sustainable alternatives in all stages of production, including working towards delivering goods to Arp-Hansen Hotel Group in returnable rather than disposable packaging where applicable.

... commits to making it systemically easy for Arp-Hansen Hotel Group to identify and procure sustainable products, and proactively advises on more sustainable alternatives in the market.

... clearly indicates environmental, climate, animal welfare and ecological labels and other certifications on products, in procurement systems and in data extracts to promote sustainable procurement.

... does not sell products from endangered species, including fish and fish products, to Arp-Hansen Hotel Group.

... works to increase its supply of animal products which are organic and/or animal welfare labelled.

... has practices in place for sorting, reusing and recycling, when possible; supports Arp-Hansen Hotel Group's focus on the six Rs (Reduce, Repair, Reuse, Refill, Return and Recycle), makes an active effort to reduce food and resource waste and ensures responsible disposal of materials, waste and residues with consideration for the environment and safety.

... seeks to limit its CO<sub>2</sub>e emissions related to the transport of goods and people, including seeking to avoid the use of half-loaded lorries or containers and converting to electric or other more sustainable modes of transport where possible, as soon as possible.

... commits to providing data for Arp Hansen Hotel Group's sustainability reporting upon request, cf. the EU or national legislation in force at any time, particularly the CSRD (Corporate Sustainability Reporting Directive), including seeking to obtain data on CO<sub>2</sub>e emissions of products and services based on LCAs (life cycle assessment) by 2030.

### Social relationships

... shall not use, support or do business with others associated with child labour, forced or bonded labour, or involved in human trafficking.

... opposes discrimination in the work place and promotes equal treatment, diversity and inclusion in the value chain, regardless of gender, gender identity, ethnicity, age, religious, political and sexual beliefs, disability, parental status, economic status or other, including in its recruitment process.

... ensures a physically and psychologically safe working environment that is free from abusive, violent, threatening, degrading, humiliating and other inappropriate behaviour, and where harassment and other disrespectful behaviour is not tolerated, including sexual harassment, discrimination and bullying.

... sets working hours, wages and overtime pay that are at least in accordance with applicable laws, regulations and any collective agreements in the country or countries in which they operate and promotes a fair and healthy work-life balance.

... allows employees to organise themselves into professional communities of their choice.

... is committed to ensuring the development and high professional level of its employees, as well as supporting vocational training by offering apprenticeships and internships where possible.

... only sells products and services that are safe to produce, use, consume or apply, and that do not pose a safety or health threat, based on applicable laws.

... takes co-responsibility for supporting growth and development in the local areas where they produce, source or buy from, while doing no significant harm in local areas.

## Governance

... complies with this CoC and Arp-Hansen Hotel Group's associated product and industry-specific requirements, if any.

... implements policies, procedures, employee training, etc. necessary to comply with this CoC.

... reports any deviations and violations of this CoC or other laws and regulations that the business partner may encounter in the cooperation with Arp-Hansen Hotel Group by contacting us directly. Violations of laws, gross violations of health and safety regulations or other internal guidelines and serious personal conflicts can be reported using our whistleblower scheme.

... performs a due diligence / risk assessment of subcontractors that is proportional to the partner's size, industry, potential damage impact, etc.

... is expected to exclude subcontractors who do not follow, or who are strongly suspected of not following, this CoC or equivalent minimum requirements and thus pose a risk to Arp-Hansen Hotel Group, from any orders or deliveries to Arp-Hansen Hotel Group.

... agrees that Arp-Hansen Hotel Group may carry out audit visits to business partners and subcontractors (upon prior agreement).

... complies with current relevant legislation in Denmark and in the countries in which they operate, including marketing, GDPR and competition laws.

... must not engage in any arrangements or activities involving bribery, facilitation payments or money laundering, or activities that contribute to or involve corruption, tax fraud or other financial crime.

... engages in an always open and transparent dialogue with Arp-Hansen Hotel Group and share relevant ESG data for both internal and external reporting (see terms of cooperation).

... must never share information and data from Arp-Hansen Hotel Group with third parties without prior written agreement.

... must not act or speak on behalf of Arp-Hansen Hotel Group, impersonate Arp-Hansen Hotel Group, or express views attributable to Arp-Hansen Hotel Group without explicit prior written authorisation from Arp-Hansen Hotel Group.

... refrains from disrespectful, harassing, defamatory, discriminatory and prohibited activities on social media.

... implements security controls, including IT security and GDPR, to store and protect information, including physical and electronic data, obtained from Arp-Hansen Hotel Group, Arp-Hansen Hotel Group customers or others.

... sends invoices as EAN invoices and fulfils the technical requirements set out in the contract with Arp-Hansen Hotel Group.

... maintains a "no surprise principle" in their co-operation and communication with Arp-Hansen Hotel Group. \*

\* A "no surprise principle" implies that the business partner informs Arp-Hansen Hotel Group of any activity, event or crisis that the partner would face or be involved in, whether internal or external, that could jeopardise or cause damage to Arp-Hansen Hotel Group's guests, employees, financial operations or reputation, including negative publicity..