

# **ESG REPORT**

## **2022**



**QUBUS HOTEL HOLDING SP. Z O.O.**

## I. BOARD STATEMENT

The chain QUBUS HOTEL is one of the largest business hotel chains in Poland.

The first hotel of the chain was opened in Zielona Góra in 1996. CAIANO was a shareholder in the QUBUS HOTEL group already in 2001. Since 2007 the group is fully owned by CAIANO. The chain now consists of 12 hotels. One of these hotels, Alto Źory, is marketed as a separate concept. All hotels are situated at attractive and good locations. In total, the hotels have 1,264 rooms. Ten of the hotels are operated in owned buildings. QUBUS HOTEL also owns attractive real estates in Katowice and Poznań. On the real estate in Katowice there is a new hotel under construction now. The hotel is scheduled to open in 2023.

All the hotels have conference facilities, from one conference room in Łódź to respectively eleven and twelve conference rooms in Kraków and Legnica. The QUBUS HOTEL chain has high competence and many years of experience in organizing conferences and the hotels receive good feedback.

The holding company Qubus Hotel Holding Sp. z o.o. and its three subsidiaries are also a part of the CAIANO group and share its values. CAIANO has always focused on a long-term commitment, hard work, sincerity and trust. The vision of CAIANO and QUBUS HOTEL is to create lasting values in a respectable, responsible and good manner.

The CAIANO group has a document called «Code of Conduct for Caiano AS» approved by the Caiano Board on the 31 March 2022. This document contains ethical guidelines that are applicable also for any fully owned subsidiary of Caiano AS thus also for QUBUS HOTEL. The CAIANO Group also has another document, similar in nature, which should be accepted by external entities doing business with CAIANO companies - «Ethical guidelines for suppliers of goods and services».

A sustainable development is a development that meets the needs of the present without compromising the ability of future generations to meet their own needs. Sustainability has three dimensions:

- Economic
- Social
- Environmental

Focus on sustainability is important. Good corporate governance is important. Short term profit may contradict sustainability. We have the will and ability to focus on sustainability and contribute positively through our long term value creation.

Through our business, CAIANO has since the beginning worked for sustainable development. Sustainability and profitability is interconnected. We cannot be profitable without also taking care of the people and the environment. We have worked to create lasting values, create positive foot prints and minimize negative impact on the environment and the community we are part of. We have created and developed businesses that contribute to changes which are developing our community and individuals. For us, this is the core of creating a sustainable development.

We believe that focus on reduced consumption and taking care of assets are some of the most important contributions to a sustainable society. We will continue to create lasting values in a responsible and good way.

The QUBUS HOTEL chain has a long-term dedication. The chain has a principle of maintaining and extending the lifetime of assets as long as possible. Proper maintenance is crucial to secure efficient and good management and gives important environmental gain. The high standards of our hotels are kept through continuous renovations and upgrades. The hotels of the QUBUS HOTEL chain have renovation funds in place. These funds are intended to ensure, through repairs and refurbishments, that the hotels operate for longer and therefore have a much lower impact on the environment.

We are of the opinion that environmental, social and governance sustainability and profitability is connected. We cannot be profitable without also running the business in a responsible manner and taking care of the people and the environment. Some of our main focus areas are:

- Diversity
- Promoting youth employment, education and training
- Environment
- Food sustainability
- Long-term values

QUBUS HOTEL has developed an ESG REPORT for 2022. We want to make it visible and direct the focus on the importance of sustainability in our business and in the report we will describe our work related to this. Sustainability should be in the essence of what we do. We want our customers and business partners to know that we want to be a part of the green shift.

We will continue to do what we are good at, whilst a more visible and increased focus on sustainability will make us even better.

## II. SUSTAINABILITY GOALS

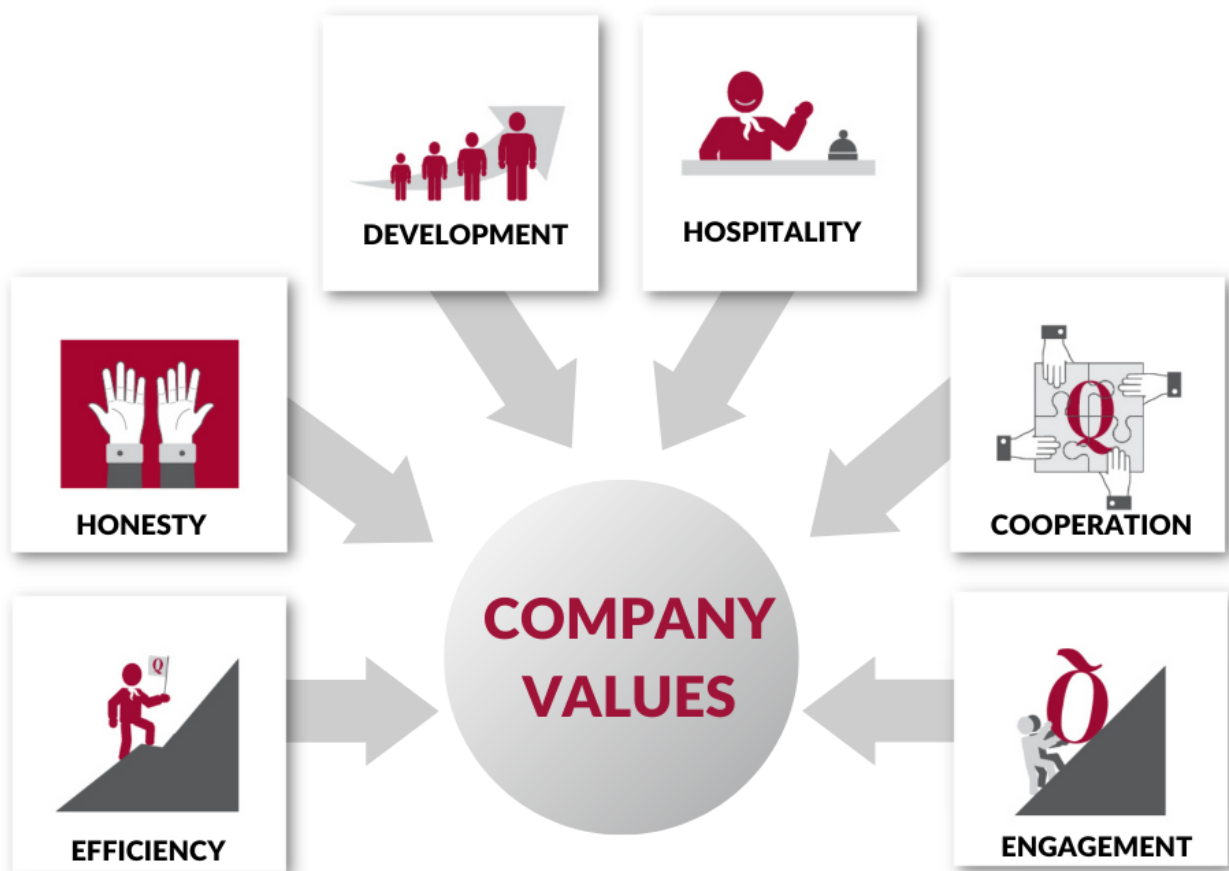
In the process of developing the ESG report an analysis of the UN Sustainable Development Goals (SDG) has been made. During the analysis has been determined which of the 17 Goals are most relevant for QUBUS HOTEL. We have concluded that presently the following UN Sustainable Goals are most relevant:



**III.**  
**RESPONSIBLE CONSUMPTION AND PRODUCTION (SDG 12)**  
**AFFORDABLE AND CLEAN ENERGY (SDG 7)**  
**CLIMATE ACTION (SDG 13)**

**Qubus Quality System**

QUBUS HOTEL has a quality system related to business operation, environment and waste handling, which is in many ways similar to ISO system. In 2016, a Qubus Quality Policy was implemented based on company values. The values are efficiency, honesty, development, hospitality, cooperation and engagement.



The motto of the Policy is "We create the best hotel in town".

We constantly strive to ensure that the QUBUS HOTEL brand is associated with the best standards.



## Water

Water is an important resource. We work towards reducing the water consumption through:

- encouraging our guests to use the towels for more than one day
- continuous work in every department towards reducing water consumption
- installation of water efficient cranes and showers
- reporting the water consumption

Currently the water usage per guest is about 150-250 litres. We aim to reduce this. The water usage is monitored on a monthly basis.

## Energy

We are working on assessing new ways to be more energy efficient. We also monitor internally the energy usage every month.

What did we do in 2022?

- procedures for putting the relevant hotel into «sleep» mode when the occupancy is low, hence reducing the usage of energy
- replacing several appliances with energy-saving appliances
- regular energy audits for all hotels
- changing to energy-efficient air conditioning and heat pumps in all hotels



Plans for 2023:

- installing photovoltaic systems in the hotels in Kielce, Zielona Góra and Alto Žory
- installing electric car chargers in all hotel car parks

## Chemicals

We comply with all applicable laws and regulations. Our main supplier, ECOLAB, has ecological certificates.

## Food

About 30% of all produced food in the world goes to waste. This is unacceptable.

We monitor food cost and supplies. Wasted food is put into inventories as a separate category in order to monitor this constantly. The goal for 2023 is to continue the process of recognising the actual level of such waste and work on reducing it.

We focus on using local food products, hence providing support to local small producers and reducing the carbon footprint.

The size of plates in the hotel restaurants has been reduced to minimise food waste.

Plans for 2023:

- further increased usage of local products in the hotel restaurants





## **Waste**

What we did in 2022:

- waste segregation
- management of packaging turnover
- further switching from plastic to biodegradable packaging

## **IV.**

### **DECENT WORK AND ECONOMIC GROWTH (SDG 8)**

### **GENDER EQUALITY (SDG 5)**

### **REDUCED INEQUALITIES (SDG 10)**

A good working environment is important to attract and keep competent employees. The human capital is considered to be important for good management of the company.

QUBUS HOTEL follows all applicable laws and regulations in this area.

The company offers competitive salary and conditions. At present we have attractive employee benefits like private health care, lunch in the workplace, promotion of physical activity through co-financing MULTISPORT cards, promoting vaccinations as well as a Social Fund under which the employees are given Christmas and Easter benefits and financial aid.

After the Polish legislator has clarified the conditions for the implementation and operation under Polish law of the European regulation on whistleblowers QUBUS HOTEL will have an internal routine regarding whistleblowers.

In QUBUS HOTEL there is a Representative of the Employees representing the staff towards the employer as well as a Staff Person of Trust who assists employees in day-to-day employment and workplace issues.

Average sick days per year per employee in 2022 in QUBUS HOTEL was 26.73.

Diversity and equality is important at QUBUS HOTEL:

- our working environment is based on diversity and equal worth
- any form of discrimination, especially based on race, sex, age, religion, political opinion, national or social origin, is unacceptable
- we treat each other fairly and with dignity and respect

In 2022 in QUBUS HOTEL there were employees of four nationalities, i.e. Polish, Ukrainian (46 persons, while total QUBUS HOTEL employment is 494 persons), Belarusian (3 persons) and Tunisian (1 person).

More than 60% of the managers in QUBUS HOTEL are women. QUBUS HOTEL will continue to work for gender equality and diversity through recruitment.

What we did in 2022:

- training of young people for the hotelier profession, hereunder co-operation with vocational schools
- meeting the educational needs of employees (Team Management Academy, adaption programmes, pedagogical courses, First Aid courses, the online platform for e-learning, the Company Library, trainings: "Vegetarian menu in the restaurant and Zero Waste", „Change management and communication in difficult situations", "Price negotiations", "The 1<sup>st</sup> degree bartending course").

## **V.**

### **INDUSTRY, INNOVATION AND INFRASTRUCTURE (SDG 9) PARTNERSHIPS FOR THE GOALS (SDG 17) PEACE, JUSTICE AND STRONG INSTITUTIONS (SDG 16)**

#### **Local communities**

QUBUS HOTEL cares about local communities and supports them in various ways:

- donating used beds, mattresses, bedding, towels, etc. to hospitals, shelters and nursing homes,
- support for charities and public benefit organisations (OPP),
- contacts with hotel and culinary schools (patronage, visits by students to hotels, organisation of competitions),
- purchasing local products for the hotel restaurants,
- support of local authorities and NGOs in helping refugees from Ukraine.



## **Human trafficking**

Human trafficking is a violation of the human rights and is unacceptable. We follow all laws and regulations regarding this.

## **Anti-corruption**

QUBUS HOTEL has zero tolerance for any kind of corruption, including but not limited to bribes as well as offering or accepting any other form of improper advantages.

## **Privacy protection**

Privacy protection is a human right and is important to safeguard this value. Every individual is entitled to decide how their personal information is to be processed.

We focus on compliance with regulations, including the General Data Protection Regulation, and have routines in place in this relation.

## **IT security and technological innovations**

QUBUS HOTEL uses resources on securing the computer systems against attacks. High standards on IT security are important to avoid frauds and loss of personal data as well as to minimize downtime of critical computer systems.

What technological innovations were in place in 2022 at the hotels?

- virtualisation of computer servers
- containerisation of applications
- preparation of self-service portals for employees (implementation and tests)
- centralisation of IT resources for more efficient usage
- test development of the KDS system and mobile sales application in the restaurant as an improvement of process efficiency in this area
- building IT services that automate business processes

Plans for 2023

- 2FA (two-factor authentication) in the QUBUS HOTEL computer systems
- preparation of self-service portals for employees (launch)
- continuing the processes mentioned above to reduce costs and increase efficiency

## **Compliance**

- system of protection of personal data (GDPR) monitored
- system of Mandatory Disclosure Rules (MDR) monitored
- Anti-Money Laundering (AML) regulations followed

## **VI.**

### **IMPLEMENTATION OF REGULATIONS UNDER THE NORWEGIAN TRANSPARENCY ACT**

Due to being part of the CAIANO Group in 2022 QUBUS HOTEL started the implementation of certain aspects related to the Norwegian Transparency Act.

At CAIANO Group there is a focus on promoting the purpose of the Transparency Act throughout the Group, rather than doing a work in this relation only for companies of the Group where the Transparency Act is directly applicable. This is due to the important role played by the values of the CAIANO Group and the consequent striving to ensure that these values are properly taken into account at every organisational level of the Group.

In line with the above, QUBUS HOTEL is engaged in promoting the purpose and the spirit of the Transparency Act, particularly with regard to the protection of human rights and the provision of decent working conditions.

The tasks of QUBUS HOTEL in this area include:

- carrying out due diligence on compliance with the requirements of the Transparency Act for suppliers and other contractors,
- introduction for use in the group of the CAIANO Code of Conduct and CAIANO Ethical Guidelines for Suppliers.

Alignment of business environment in the QUBUS HOTEL with the Transparency Act requirements is a continuous process which should be repeated periodically, comprising essentially of the following steps:

1. Anchored in company vision, ethical guidelines for the company and ethical guidelines for suppliers.
2. Mapping and assessing actual and potential risks when it comes to the company and its suppliers and business partners.
3. Cease, prevent or mitigate adverse impact. Prevent by mapping and based on preventive measures through good dialogue, communication and co-operation with suppliers and business partners.
4. Monitor the implementation and results based on preventive measures, especially good dialogue and co-operation with suppliers and business partners. Track implementation and results, use the experience and seek to improve in the future.
5. Communication and reporting.
6. Provide for or co-operate in remediation where this is required in situations where the company is responsible or use influence for follow up of the responsible party.

Consistent repetition of the above processes makes it possible, in the long term, to realise the objectives of the Transparency Act in the organisation.