

Qubus Hotel[®]

HOTELE KLASY BIZNES



ESG REPORT 2023

QUBUS HOTEL HOLDING SP. Z O.O.

01



BOARD STATEMENT

The QUBUS HOTEL chain 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 13 hotels. One of these hotels, Alto Żory, is marketed as a separate concept. All hotels are situated at attractive and quality locations.

In total, the hotels have 1,361 rooms.

Eleven of the hotels are operated in owned buildings. In November 2023, a hotel in Katowice has joined the ranks of hotels in the QUBUS HOTEL group. QUBUS HOTEL also owns an attractive property in Poznań on which a hotel investment is planned.

All the hotels of the QUBUS HOTEL brand 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 positive 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 guidelines of an ethical nature that apply to each wholly owned subsidiary of Caiano AS and therefore also to the QUBUS HOTEL chain. The CAIANO Group also has another document of a similar nature which it requires external parties supplying CAIANO companies

to accept, i.e the «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:

- ① Economic**
- ② Social**
- ③ Environmental**

Focus on sustainability is important as is good corporate governance. Short term profit may contradict sustainability. CAIANO has the will and ability to focus on sustainability and to make a positive contribution through long term value creation.

CAIANO has worked for sustainability in its operations from the beginning. Sustainability and profitability are linked. You cannot be profitable without caring about people and the environment. At CAIANO we have worked to create sustainable value, positive impact and to minimise the negative impact on the environment and the community of which we are

a part. At CAIANO, we have created and developed businesses that contribute to change that develops our community and individuals. For CAIANO, this is the basis for creating sustainability.

At CAIANO 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 is focused on long-term commitment

and its principle is to maintain and extend the life of assets for as long as possible. Due care is crucial to ensure efficient and good management and provides significant environmental benefits. The high standards of our hotels are maintained through continuous renovation and modernisation. Hotels in the QUBUS HOTEL chain have refurbishment funds in place to ensure that the hotels operate for longer and thus have a signifi-

cantly lower environmental impact.

At QUBUS HOTEL we are of the opinion that environmental, social and governance sustainability (ESG) and profitability is connected.

We cannot be profitable without operating in a responsible manner and caring for people and the environment. Our areas of focus include:

- diversity
- promotion of youth employment, education and training
- environment
- sustainable food management principles
- long-term values

QUBUS HOTEL has developed an ESG REPORT for 2023. 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.

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



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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:





RESPONSIBLE CONSUMPTION AND PRODUCTION (SDG 12)

AFFORDABLE AND CLEAN ENERGY (SDG 7)

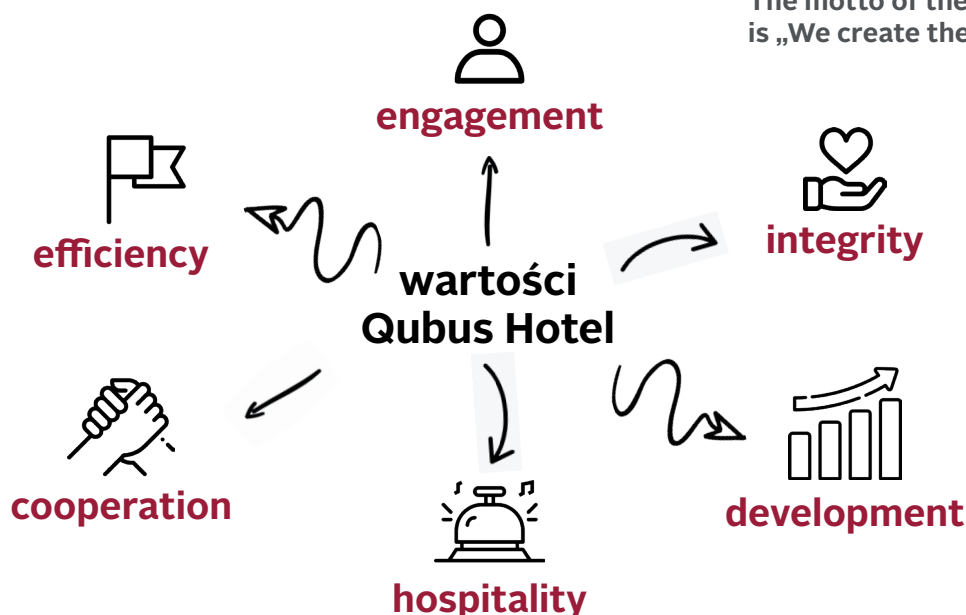
CLIMATE ACTION (SDG 13)

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 extremely 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
- water-saving installations
- 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?

- replacement of a water chiller in Gliwice - energy savings of approx. 30%
- regular energy audits of all hotels
- installation of photovoltaic systems in Alto Żory hotel
- installation of an electric car charger in the car park of a hotel in Katowice



Plans for 2024:

installation of photovoltaic systems in more hotels

installation of electric car chargers in further hotel car parks

CHEMICALS

We comply with all applicable laws and regulations. Our main supplier, ECOLAB, has ecological certificates. We have implemented cleaning on demand, reducing the use of chemicals and water.

FOOD

We monitor food and supply costs. Wasted food is listed as a separate category to continuously monitor this. The aim for 2024 is to continue the process of identifying the actual level of wastage and working to reduce it. In 2023, kitchen wastage monitoring, root cause analysis has been introduced and we are work-

ing to reduce it. We are eliminating products and dishes that rotate poorly, thus reducing one of the causes of waste.

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

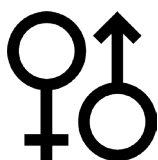
Plans for 2024:

further increased usage of local products in the hotel restaurants

WASTE

In 2023, we abandoned PET packaging, phased out PET-packaged water from hotel rooms and introduced water dispensers in hotels. We have also reduced the amount of film that laundries use to protect laundry and introduced reusable covers for employee clothing. We have also eliminated single-use drinking cups and other disposable packaging made of non-degradable materials.

SDG 4



DECENT WORK AND ECONOMIC GROWTH (SDG 8)

GENDER EQUALITY (SDG 5)

REDUCED INEQUALITIES (SDG 10)

The motto of the company is: „We create the best hotel in town”



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 such as private health care, lunch in the workplace, promotion of physical activity through co-financing MULTISPORT cards, the 'Start with Qubus Hotel' programme, promotion of vaccinations, as well as the Social Fund, under which employees receive Christmas and Easter benefits and financial assistance.

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.

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 2023, QUBUS HOTEL employed employees of four nationalities, i.e. Polish, Ukrainian (42 people), Belarusian (9 people) and Tunisian (1 person), while the total employment at QUBUS HOTEL is 473 people.

QUBUS HOTEL will continue to work for gender equality and diversity through recruitment.

More than 60% of the managers in QUBUS HOTEL are women.

What we did in 2023:

- training young people in the Hotelier profession, in cooperation with vocational schools
- meeting the educational needs of employees (Team Management Academy, adaptation programmes, online platform for e-learning, Company Library, training courses: „Vegetarian menu in the restaurant and Zero Waste”, „Professional floor service - practical course with elements of hotel guest service”, „Onboarding - implementation of employees, including in culturally diverse teams”, „Sales workshops

for Restaurants”, „Effective sales in hotels”, „First degree bartending course”).

Also in its investments, the QUBUS HOTEL chain takes care to adhere to its professed values. During the investment in Katowice, work was based on natural finishing materials and the hotel's equipment was purchased from local, i.e. Polish, manufacturers. The resulting hotel of the chain in Katowice was awarded the prestigious distinction of Hotel Investment of the Year.



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OTHER MEASURES FOR SUSTAINABLE DEVELOPMENT

We care about local communities

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

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.

With the aim of reducing the use of paper in its operations, the QUBUS HOTEL chain has started to implement electronic signature systems at hotel receptions.

Compliance

- monitored system of personal data protection (RODO)
- monitored system of Mandatory Disclosure Rules (MDR)
- compliance with anti-money laundering (AML) legislation
- system of protection of minors in hotel facilities





IMPLEMENTATION OF REGULATIONS UNDER THE NORWEGIAN TRANSPARENCY ACT

Due to being part of the CAIANO Group QUBUS HOTEL has already started implementing some aspects related to the Norwegian Transparency Act in 2022.

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.

In 2023, QUBUS HOTEL's tasks were completed in the following areas:

- conducting due diligence on compliance with the requirements of the Transparency Act of the suppliers and other contractors, as part of which key suppliers completed a questionnaire designed to give an overview of their companies' adherence to values relevant to the CAIANO Group,
- introduction of the 'CAIANO AS Code of Conduct' and the 'CAIANO Ethical Guidelines for Suppliers' for use within the Group, including the implementation of these Guidelines in the template contracts used by QUBUS HOTEL.

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.



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