

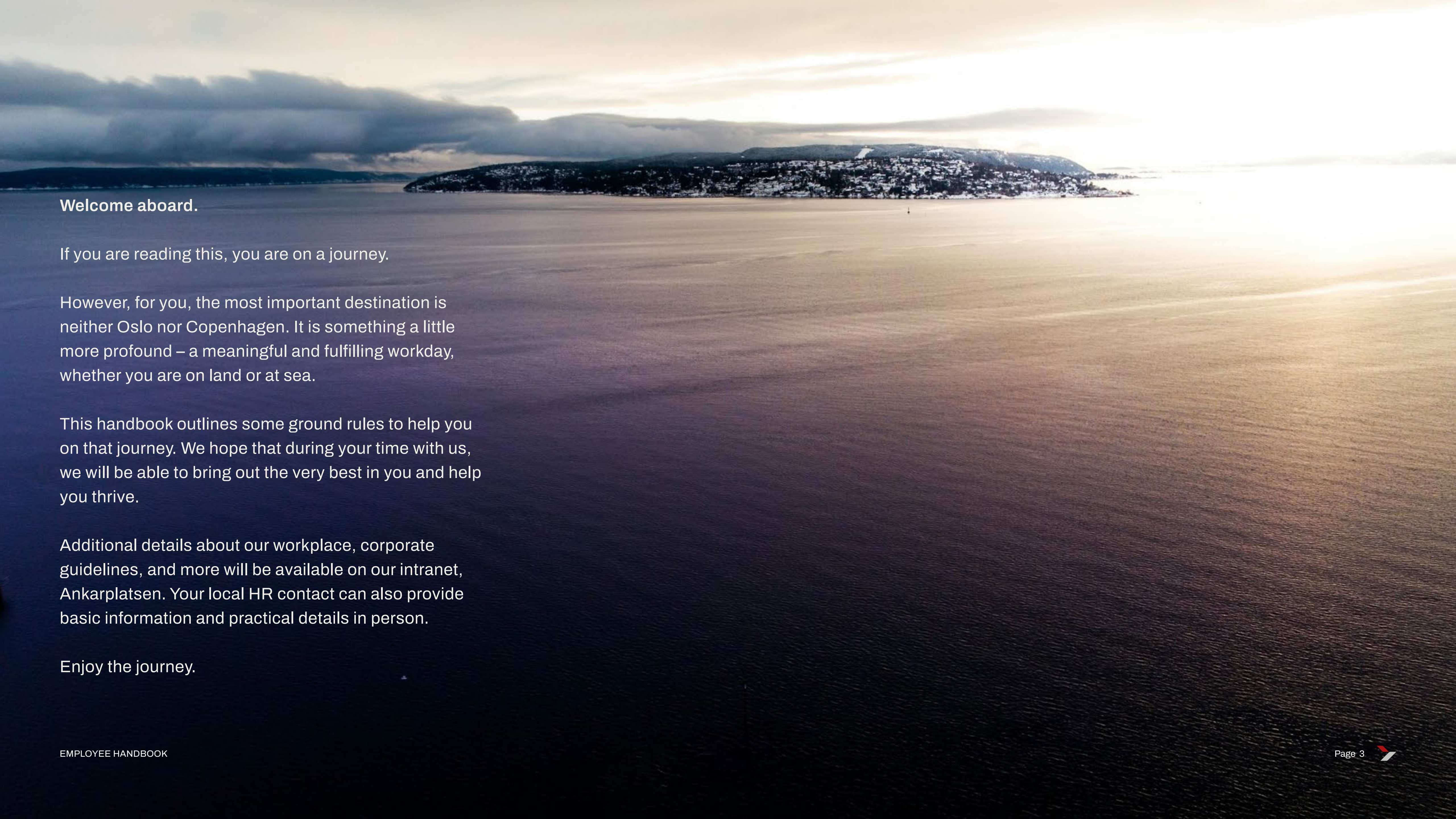
Your journey with us.

Employee Handbook



Content

Welcome aboard	3	Dress code & uniforms	13	Travel and representation	25
Vision	4	Working from home & flexibility	14	Diversity and inclusion	27
Passenger promise	5	Training & development.....	15	Safety procedure	28
Values	6	Social media & press.....	16	Smoking policy	29
Absence & registration of absence	7	Close relations	17	Alcohol	30
Time registration	8	Employee benefits	18	Computer glasses scheme	31
Illness	9	Registration of personal information.....	19		
Maternity / Paternity / Parental leave.....	10	Access to ships and port facilities.....	20		
Child's sick day	11	Special marked days	21		
Civil duty	12	Whistleblower system	24		



Welcome aboard.

If you are reading this, you are on a journey.

However, for you, the most important destination is neither Oslo nor Copenhagen. It is something a little more profound – a meaningful and fulfilling workday, whether you are on land or at sea.

This handbook outlines some ground rules to help you on that journey. We hope that during your time with us, we will be able to bring out the very best in you and help you thrive.

Additional details about our workplace, corporate guidelines, and more will be available on our intranet, Ankarplatsen. Your local HR contact can also provide basic information and practical details in person.

Enjoy the journey.



Our vision speaks to where we aspire to go.
Not where we are today, but the future we strive
for as a community. Our vision is...

**To bring people together as we
move towards a greener future.**

Our passengers are at the heart of everything we do.
Their trust inspires us to go above and beyond, ensuring
every moment of the journey with us is worth remembering.
That is why we have made this promise...

**To create moments worth
remembering through quality
cruise experiences.**

Just as humans have values that guide them in life, we as a company have values too. They help us achieve our goals but also ensure that the journey is enjoyable for all. Our values are as follows...

We are dedicated.

Our passion fuels us. Whether navigating seas or developing passenger experiences, we are committed to making a positive change for each other, the passengers, and the planet.

We work together.

We achieve great things together, both on land and at sea. By embracing inclusion, diversity, and equality, we create a supportive environment where every employee is valued. Through collaboration, we provide opportunities for personal development, ensuring everyone has the chance to thrive. Teamwork drives everything we do.

We deliver.

We keep our promises. From daily crossings to long-term goals, we ensure smooth operations and consistently deliver on our performance. Whether it is quality passenger experiences or achieving key targets, you can count on us to meet expectations and drive results.

We move forward.

We move forward as one, consistently and deliberately. Whether adopting new technology or refining our practices and products, we bring everyone onboard as we progress. We respect our past while striving for an even better and greener future, united in our commitment to continuous improvement.

We serve.

Our passengers are at the heart of what we do. We enjoy their company, we listen, we care, and tailor our services to meet their needs, ensuring that we serve them in ways that make every journey memorable.



Taking time off is essential.

But please keep your dear co-workers and the workload they may need to handle in your absence in mind.

For our regular team members, be sure to register your absence in our payroll system before taking time off. This helps keep our organisation running smoothly while you enjoy some well-deserved time off.

Tick-tock! Remember to log your hours.

Time flies when you are having fun! But do not forget to log your hours unless anything else has been agreed with your manager.

Accurate time registration helps us keep track of your hard work. Plus, it helps us celebrate your milestones and achievements!



You do not get to decide when you get sick.

You are the only one to know whether you are ill or not, so please listen to your body when it tries to tell you something. If you are feeling unwell, please notify your immediate manager by 09:00 on the first day of illness. We will take it from there.

You can choose to work from home if possible, or take a sick day, if you feel ready to work but are unsure if you still pose a risk of spreading illness. By looking out for one another, we ensure the health and safety of our colleagues and passengers.

If your illness is of a more serious nature, please let us know, and we will do all we can to help you.

Family first!

Welcoming a new family member is a special time. We offer maternity, paternity and parental leave to support you during this important period. Make sure to check our guidelines and register your leave within the notice period.

Enjoy this precious time with your little one!

Family matters.

That is why salaried employees can take paid time off to care for a child living at home who is under the age of 14.

This support is for one parent only. Please contact your local HR-department for further information regarding your leave.

If someone in your immediate family is battling serious illness, please speak with your manager about arranging sick leave. We will do all we can to help.



We support those who support their communities.

Therefore, time spent on civil duties will not be deducted from your salary if you, for example, choose to donate blood or have jury duty to attend.

By reaching out and planning with your immediate manager ahead of time, we can make sure your work is covered during your absence.

Caring about how you look shows that you care about others.

When you are working in our offices, please dress appropriately for the setting and circumstances.

As a team member who gets to meet our passengers every day on the Copenhagen-Oslo route, there are guidelines regarding your uniform. These can be found in your contract.

Apprentices will receive uniforms when they take on roles that require one.

We prioritize face-to-face over FaceTime.

Therefore, we encourage you to come into work every day. When people meet in real life, it increases creativity, collaboration, and team spirit. And it decreases chances of misunderstandings.

Flexibility is, of course, as important for us, as it is for you. So, if you need to work from home every now and then, please align with your immediate manager.



Human growth is one of our most important growth goals.

That is why we offer opportunities, tools, and methods to help people grow, whether personally or professionally. This can be through our own learning opportunities or external offers. So, if you come across any opportunity you find interesting, please let us know.

Moreover, we offer continuous education within your particular field. Talk with your immediate manager if you wish to get started with our learning platform.

Share with care.

We would be delighted to have you contributing to our social media presence. Whether that is liking, sharing, commenting, or even posting your own content and tagging us, we really appreciate that.

Being a listed company, please think about what you post. It has to be in accordance with confidentiality and loyalty, as we are not in favour of any accidental leaks. If you are to get contacted by the press, please refer them to Karin Bill, Kim Heiberg, or Kevin Helsinghof.



If Cupid's arrow strikes.

Working shoulder to shoulder every day can create close relations between colleagues – sometimes even love.

Intimate relationships do not necessarily pose an issue, but please inform your immediate manager and/or Human Resources if love is blossoming between you and a colleague.

Even though we believe in love, we do not believe relationships between a manager and an employee in the same department or ship is a good idea. If this occurs, stop by the HR department and we will help find a way to keep things professional.

A healthier you is a happier us.

We proactively support our employees in choices that are good for both mind and body.

We help with discounts for fitness memberships, and if you want to spoil your family with a MiniCruise, we will make sure you get a heavy discount – or the trip for free, depending on the season.

We happily support our employee-driven Social Clubs and all events related to health and improving the well-being of our colleagues.



Keep us in the loop! Update your info regularly.

Keeping your info up to date helps us help you!

Make sure to register any changes in your personal details in our HR-system, Teams, Outlook and other relevant programmes that are used by your team.

This keeps everything running smoothly and ensures that both you and we get all the important updates.



All aboard! Secure your access.

Ahoy! If you need access to ships in Copenhagen or Oslo, make sure you have the proper clearance to avoid any hiccups. Stop by the boarding area to register and show your personal ID or scan your Crew Card before you jump onboard – and remember to do the same when you return.

Also, remember that all employees must pass the ISPS E-learning course to secure our Port Facilities. This applies to both land based and onboard staff.



Boarding

Moments that matter to you, matter to us.

Life is full of important moments, both joyful and sombre. Whether you are celebrating a happy event or attending a funeral, we understand the need for time off.

Check our overview on the next 2 pages to see how we support you during these significant times.



We acknowledge your milestones!

Overview of the special marked days where we want to express our excitement for your personal or professional achievement with a gift:

Work anniversary	Gift value*
10 years	1.000 DKK / 1.600 NOK
25 years	1 month salary
30 years	1 month salary
35 years	1 month salary
40 years	1,5 month salary
45 years	1,5 month salary
50 years	1,5 month salary

Special marked days	Gift value*
30th birthday	350 DKK / 500 NOK
40th birthday	650 DKK / 1.000 NOK
50th, 60th and 70th birthdays	1.000 DKK / 1.600 NOK
Birth	350 DKK / 500 NOK
Wedding	650 DKK / 1.000 NOK
Relevant higher exam or completed education	500 DKK / 800 NOK
Retirement	1.000 DKK / 1.600 NOK

Resignations	Gift value*
12–24 months	MiniCruise gift certificate for 2 (standard cabin & breakfast)
Before 5 years employment	<ul style="list-style-type: none"> – MiniCruise for 2 (Comm. Class cabin & breakfast) – Flowers, chocolate or similar – Cake for department
After 5 years employment	<ul style="list-style-type: none"> – MiniCruise for 2 (Comm. Class cabin & breakfast) – Gift up to 650 DKK / 1.000 NOK – Sea: cake for whole department Land: cake for whole office
After 10 years employment	<ul style="list-style-type: none"> – MiniCruise for 2 (Comm. Class cabin & breakfast) – Gift up to 1.000 DKK / 1.600 NOK – Sea: cake for whole department Land: cake for whole office

*Has to be concrete gifts due to taxations.
No cash or cash value gift certificates.



Because we care!

Overview of the special marked days where we want to give you time to focus on what is important to you:

Additional paid non working days*	Days off
Constitution day	1
Christmas eve 24/12	1
New year's eve 31/12	1
Own or spouse's 50th, 60th or 70th birthday	1
Own relocation/moving day	1
Funeral of close family member	3
Exam day	1
Own 25th, 35th, 40th, 45th or 50th anniversary	1
Own wedding	2
Own silver wedding	1
1st school year / kindergarten habituation	3

*Land based staff only.



Your voice matters.

Do not be afraid to speak up! Our whistleblower system are here to protect you. Whether you are on land or at sea, you can report any concerns confidentially.

You will find a direct link to WhistleSystem on Ankarplatsen.



On the move? Follow our travel guidelines.

If you are travelling for work or using your own car for work purpose, make sure to follow our travel and representation guidelines. And do not forget to keep all receipts and records for reimbursement.

Visit Ankarplatsen to find the latest guidelines about driving for company in own car, travel policies and the reimbursement process.

Safe travels!



Park it like a pro!

Finding a spot should not be a hassle. Our offices in Copenhagen and Oslo both have designated parking areas for employees, free of charge.

Whether you arrive on two or four wheels, make sure to park in the assigned zones to keep everything running smoothly. Check the map and guidelines to parking licence for your car on Ankarplatsen.

Happy parking!



Celebrate uniqueness, foster respect

Everyone is welcome on this journey!

We celebrate diversity and are committed to a workplace free from bullying, discrimination and harassment. Let us create an inclusive environment together.

Any unfair or biased decisions, harassment or discrimination should be reported to your manager, HR, or through our whistleblower system.

Click below to learn more about Policies and GDPR.



Safety first! Know our procedures

Familiarise yourself with our safety procedures and working environment policy. Your well-being is our top priority, and knowing these guidelines helps us all stay safe and healthy at work.

Always report any hazards or incidents immediately.



No need to hide, you are welcome to smoke... outside.

We love keeping things fresh indoors. So, if you need a smoke break, please head to the designated areas to avoid passive smoking.

If you are land based in Copenhagen, smoking should only take place in front of the terminal and on the terrace, whereas employees in Oslo can smoke on the terrace.

When you are onboard one of our ships, you can smoke in designated employee areas outside, as well as in the indoors smoking area for employees.

Thank you!

The only thing we use alcohol for is sanitising our hands.

When we go to work, we are entrusted with the responsibility of many people. That is why we maintain exceptionally high standards for safety and security. As a result, our general principle is to avoid alcohol consumption during working hours.

On certain occasions, such as a Friday bar with colleagues or at events, exceptions may be made. However, alcohol consumption during working hours must always be approved by a member of the senior management team.



Sharp eyes, sharp results

Eyes on the prize! If you need computer glasses, we have got you covered. Check out our optician service to get the right eyewear for your screen time.



The only stupid question is the one that isn't asked.

If you have any questions related to your position with us, please do not hesitate to contact your HR representative, who will be pleased to help.