

Company Culture Handbook

Welcome



It's an exciting time for Nord Collection. As we continue to grow, we stay true to what we stand for - provide excellent service to our guests and keep our team happy and motivated.

We take pride in what we do and we want you to feel the same. As a flat organization, you can be assured that opinions and ideas will be welcomed and taken into account. We're continuously transforming the way we operate and can promise that your everyday at work will be an adventure.

We wouldn't get where we are today without our great team. You, together with the rest of our employees, are our greatest asset and we are looking very much forward to working with you!

Who we are

Not a conventional hotel operator.

Our concept is modern and our goal is to set new standards for automated hotel operations. We cut all unnecessary costs, so we can focus on making our service the best it can be.

Our guests are modern travelers who value freedom, autonomy and privacy. An easy and flexible self-check-in, a keyless lock system, prime locations, fully equipped kitchens and beautifully decorated apartments are among some of the features that make us stand out.

The bottom line is that we are innovative, creative, daring, motivated by challenges, and we want to surround ourselves with like-minded people.

Our journey

2018

Nord Collection is born

Managing more than 200 private apartments in Copenhagen through Airbnb from our small basement-based office.

2019

Getting our first apartment hotel

Rosenborg was our first hotel where we could bid hotel guests welcome. Soon after the opening, we opened the second hotel Nord.

2020

Becoming exclusively a hotel operator

After years of managing private apartments, we changed our business model and chose to focus solely on apartment hotels. This year we added another three to our portfolio in the shape of Aperon, Studio 1A and SleepCPH.

2021

Getting through COVID-19

While the rest of the hotel industry was experiencing the effects of COVID-19, we continued to grow and expand our business. More people were added to our team and we got a new visual identity

2022

Now we are here

To go from 200 private apartments to 6 apartment hotels and ranking among the 10 best in Copenhagen is an amazing achievement. In a short span we have grown from 4 to more than 25 employees, and one of our new focus areas is to create the best team who can support our vision and help us continue grow.

We take fun seriously



Morning routine

If you are the first one to come to the office in the morning, turn the lights and TV on and make sure the dashboards are showing. If you are the last one to leave, turn off the lights, TV and check if the windows are closed.

Office and kitchen cleaning

The office is cleaned by an external company every Saturday, but we are all responsible to keep it nice and tidy at all times. If you leave something in the fridge, please label it. The fridge must be emptied of all food on Fridays and you are responsible for removing/throwing out your old food.

Be likeable,
follow
the office rules.

Keep your energy high.

Lunch

Lunch is at 12 pm - our favourite time of the day! Employees' monthly contribution to the lunch plan is 300 DKK, the rest is on us. This amount is deducted from you salary. If you want to join, please let Peter know. There is no food delivery during weekends. If it's your working weekend, you can use a company card to buy yourself lunch.

Snacks & beverages

Peter is responsible for stocking the kitchen with snacks and beverages. Feel free to enjoy snacks or drinks if they are not labelled with somebody's name. Be courteous and mindful of your usage, as the snacks should replace lunch and dinner. Finally, always clean after yourself.

If you wonder

How does the pension in NC work?

When you signed your contract, you made the first step towards a safe and secured retirement. We have an agreement with Velliv, a pension company, where every month we pay additional 4% of your salary to your pension. Your contribution of 2% is automatically deducted from your salary and reflected on your payslip. This is a minimum percentage that must be payed and you can increase it if you want.

Your second step should be booking an appointment with a Velliv advisor as soon as possible, and he/she will explain you the benefits and assist you with the investment options. Book your appointment here:

<https://www.booking.velliv.dk/startpage.aspx?code=online>

Do not forget to bring the info from www.pensionsinfo.dk to the meeting.

What if I get sick?

It is not fun to get sick, but if it happens, your manager should be the first one to know. It takes time to reorganize the schedule, so call your manager not later than 1h before your morning shift and 3h before your afternoon shift starts. At the same time and for administrative reasons, you should report the sickness via email hr@nordcollection.dk.

When do I get the salary?

The salary period is counted from the 21st of the current till the 20th of the following month and the payment is transferred on the last working day of the month.

If you wonder

How will my work schedule look?

You will follow a 3-week rota schedule that is pretty easy to remember and plan your private life around. If you need to change a shift or a day off, you must coordinate with your teammates and manager to cover your absence. Public holidays and weekends are considered as normal working days and are not paid extra. If you work on a public holiday, you “earn” an extra day off.

Can I work from home?

We believe that the office is the right place to be, as unpredictable things might happen that can only be solved in person. Also, it is much easier to work in a correct setting with two screens, fast internet connection and good colleagues right next to you.

What about holidays?

We all have 25 days of holidays per year. The holidays for the following year are handed in by the end of December of the current year. You are set to work every third weekend and you should plan your holidays around your weekend shifts. Otherwise, you'll have to swap your weekend shifts with your teammates.

We are excited
to have you aboard!