

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.

2023

Now we are here

From 200 private apartments to 5 apartment hotels among 10 best ranked in Copenhagen. In a short span we grew from 4 to more than 25 employees, and our new focus areas is to create the best team who will support our vision and help us develop further.

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 your salary. If you want to join, please let our office manager know. There is no food delivery during weekends. If it's your working weekend, again please tell our office manager, and she'll order what you prefer.

Snacks/beverages and office supplies

Our office manager, Reni, handles stocking the kitchen with snacks, beverages, and office supplies. Feel free to enjoy any unlabeled snacks or drinks. If you have specific preferences or need certain office supplies, inform Reni. Be courteous and mindful of the usage, the snacks should not replace lunch and dinner ;) And make sure to clean after yourself.

Good to know

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.

When do I get the salary?

The pay period runs from the 21st of the present month until the 20th of the next month, and the salary is transferred on the last working day of the month.

Employee discount

We are offering all our employees a 30% discount when making a booking with us. Please contact your manager when this is needed.

Working hours and schedule

How many hours will I work in a week?

In Denmark, full-time employment is defined as 37 hours per week. However, due to rotating shifts, there may be some weeks or months where you work more or fewer hours.

Nevertheless, by the end of the year, the total number of hours worked will be equivalent of normal full-time employment.

How will my work schedule look?

You will adhere to a rotating schedule that is simple to recall and organize your personal life around.

If you want to adjust a shift or request time off, you must coordinate with your manager and colleagues to cover your time away.

The schedule can change at anytime if the team agrees. Otherwise, you will receive a 30 days notice before enforcing changes.

Weekends and public holidays are deemed regular workdays and are not compensated extra. If you work on a public holiday, you will get an additional day off as compensation.

Holidays

How many holidays do I have?

When you work for a full month, you earn 2.08 holiday days, which adds up to 25 days of holiday time over the course of a year. You can only take holiday time that you've already earned - taking time off in advance needs to be approved.

If you have any unused holidays from a previous job, you can use these days before you can start using the holiday time you earn with us. They will be deducted from your salary since they have already been paid for by your previous employer on your Feriepenge account. Please coordinate this with your manager during the first weeks of your employment.

You can carry over up to five holiday days to the following calendar year, if previously approved by the management.

How can I request holidays?

Every year, towards the end of December, you should inform your manager which 25 days of holidays you would like to take in the upcoming year. It's important to keep in mind that you can only take holiday days that you have already earned.

Your manager will work with you and your colleagues to finalize the holiday schedule by January 15th.

If there are two or more requests for time off during the same period, the rule is that whoever requested it first will get priority.

You can find the number of holiday days you have earned on your payslip.

Reporting illness

What if I get sick?

It is not fun to get sick, but if it happens, this is how to report it:

1. Call your manager immediately and no later than 2h before your shift starts. If your manager is unavailable, contact the next person in charge. Reporting sickness through messages is not considered valid.
2. Send an email to hr@nordcollection.dk as soon as possible and no later than one hour before the start of your shift on the first day of absence, indicating how long you anticipate being absent.
3. To confirm that you're ready to return to work, email your manager and hr@nordcollection.dk 24 hours in advance.

In the event of an absence exceeding 120 days within a 12-month period due to illness, we reserve the right to end employment with one month's notice.

We kindly ask that you comply with this provision as it is important part of your duties. However, failure to comply may result in not receiving the payment, and in some cases, termination without notice.

Pension

How does the pension in NC work?

By signing your contract, you have taken the first step towards ensuring a secure retirement.

We have partnered with Velliv, a pension company, to pay an agreed percentage of your salary into your pension fund each month.

A minimum of 2% of your salary will be automatically deducted and reflected on your payslip as your contribution. You can always raise your contribution, you just need to inform us of the exact percent.

Your next step should be to schedule an appointment with a Velliv advisor who can guide you through the benefits and investment options available.

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

Don't forget to bring the information from www.pensionsinfo.dk to the meeting.

We are excited
to have you aboard!