

A dimly lit hotel room with a bed, a wooden nightstand, and a hanging lamp. The bed has white pillows and a dark, textured blanket. The nightstand is made of wood. A hanging lamp with a woven shade is visible above the bed. The background is dark, and the overall atmosphere is cozy and modern.

ELITE HOTELS  
OF SWEDEN

SUSTAINABILITY  
REPORT 2024

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42 HOTELS



29 LOCATIONS



6050 HOTEL ROOMS



38 THE BISHOPS ARMS INC.

6 HOTEL BISHOPS ARMS



3 CONFERENCE CENTRES



## ABOUT ELITE HOTELS

Elite Hotels of Sweden strives to be the country's leading hotel chain, with a business concept focused on operating attractive premium hotels and restaurants in central locations across Sweden. The business was founded in 1980 by Bicky Chakraborty and is operated under SSRS Holding AB. Today, the group comprises over 40 hotels and is owned by Caroline Chakraborty.

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As well as offering accommodation and meeting services for business and leisure guests, the Group's operations also include restaurants, gastropubs, and three conference centres. Each Elite Hotels location is intended to be an attractive meeting place for both hotel guests and the local community in every city where we operate.

A key part of Elite Hotels is our gastropub chain, The Bishops Arms, which is located in most of our hotels, as well as in stand-alone venues in towns where we do not operate hotels. The Bishops Arms offers the market's widest selection of beer and whisky, alongside high-quality food. Elite Hotels owns approximately half of the properties in which our hotels are located, 22 of which are protected heritage buildings.

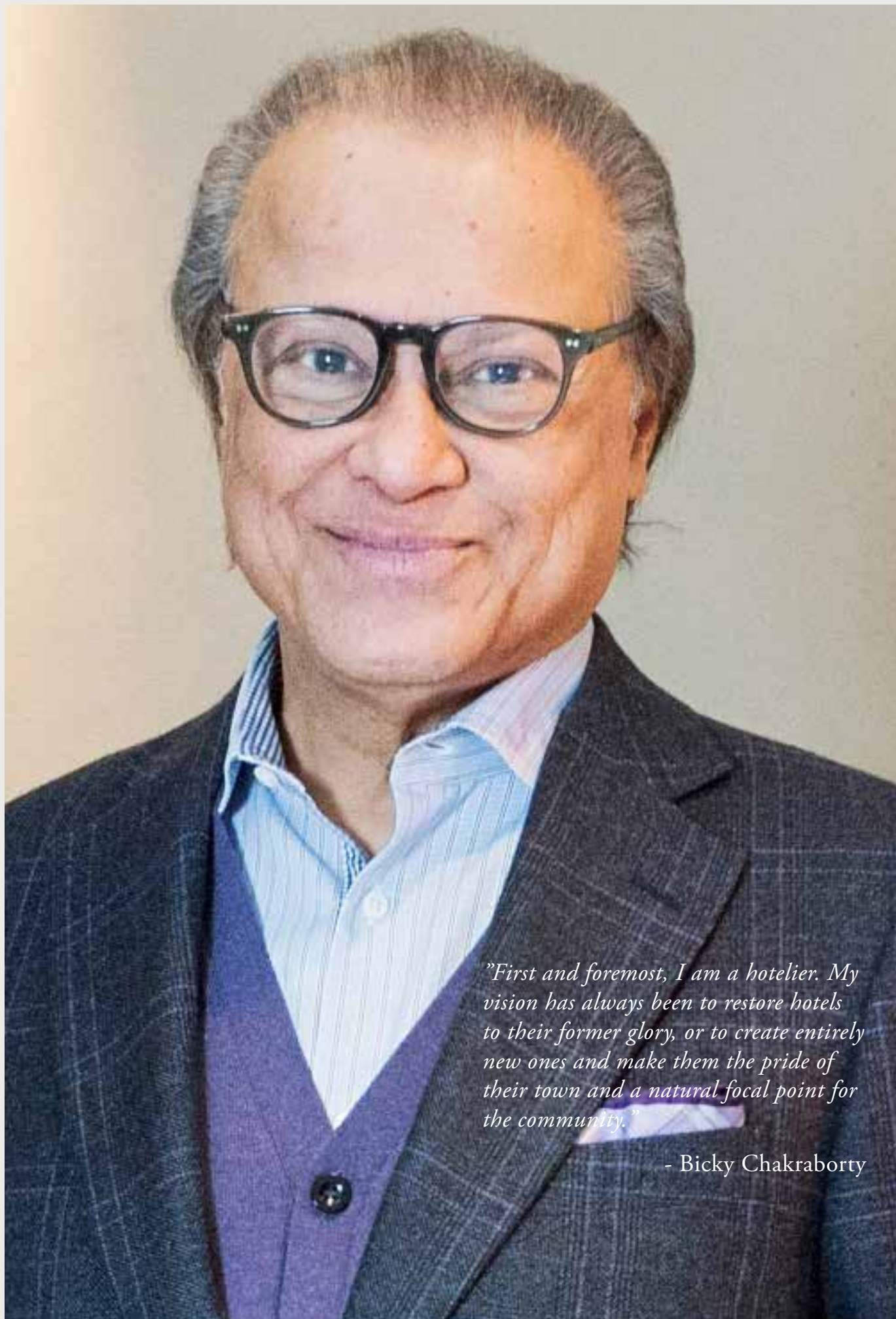
2024 has been eventful for Elite Hotels of Sweden, marked by expansion and several deliberate efforts to preserve and enhance our hotels and properties.

At the start of 2024, we expanded our portfolio by welcoming the historic and high-quality Hotel Mårtenson. Elite Hotel Mårtenson is located in the heart of Halmstad and is recognised as the city's leading hotel, known for its high level of service. It features 136 uniquely decorated rooms, a fully equipped gym, specially designed meeting rooms, plus a café and a restaurant.

In 2024, we were proud to announce our newest and northernmost hotel: Elite Hotel Frost in Kiruna. Elite Hotel Frost is a tribute to Kiruna's rich history and natural beauty, promising an unforgettable experience defined by elegance and comfort. The hotel offers 155 beautifully designed rooms, the restaurant Fe, the gastropub The Bishops Arms, conference facilities, a sky bar with breathtaking views, and our own spa concept — Vana Spa — located on the hotel's top floor. Elite Hotel Frost is set to open in the second quarter of 2025.

In line with our vision to support Sweden's cultural and events sector, Elite Hotels of Sweden acquired the operating company Louis De Geer Konsert & Kongress, located in Norrköping. Louis De Geer hosts congresses, conferences, concerts, meetings, exhibitions, and various events — making it a perfect sister venue to our existing conference centres in Västerås and Örebro.

The reward for a year of hard work and continued care came at the start of 2025, when we were honoured with one of the Swedish travel industry's most prestigious awards: Hotel Chain of the Year at the Grand Travel Awards. Read more on page 7.



*"First and foremost, I am a hotelier. My vision has always been to restore hotels to their former glory, or to create entirely new ones and make them the pride of their town and a natural focal point for the community."*

- Bicky Chakraborty





## SUSTAINABILITY

Climate change is the greatest challenge of our time, but also an opportunity to build the sustainable businesses of the future. Over the past year, we have taken decisive steps to accelerate our climate transition and contribute to a more sustainable society.

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Elite Hotels of Sweden is committed to promoting sustainable development in society. By sustainable development, we mean ensuring a healthy and secure environment for current and future generations. As part of this commitment, we choose to certify our hotels and conference centres with environmental labels annually. We actively engage in environmental and sustainability initiatives across all our destinations and view sustainability as an integral part of our business strategy — identifying opportunities while managing risks related to climate, resources, and social issues.

We aim to offer products and services of consistently high quality that are produced with the least possible environmental impact. By examining the life cycle of our products, processes, and services, our goal is to reduce energy and material consumption. We continuously work to reduce our

environmental footprint in all aspects of our operations, prioritise environmentally certified suppliers, and have an active sustainability agenda. We align our efforts with the United Nations' Sustainable Development Goals (SDGs) and Agenda 2030. Our strategy and approach is rooted in using knowledge and engagement to raise awareness of how our environment and society is evolving, while actively participating in key environmental and social issues. We aim to build a sustainable business where all employees feel involved and responsible for protecting the environment.

We are committed to the transition that is needed and to reducing our exposure to future risks. Our journey is not yet complete, but we are well on our way, driven by engagement, transparency and a genuine desire to improve.

*David Halldén,*  
CEO, Elite Hotels of Sweden



## HOTEL CHAIN OF THE YEAR 2025

It is with great pride and gratitude that Elite Hotels of Sweden was named Hotel Chain of the Year 2025 at the Grand Travel Awards, based on our work during 2024. This award is a testament to the hard work and dedication shown by every employee — every single day — in creating guest experiences that go above and beyond expectations.

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The Grand Travel Award has been organised by Travel News since 1993 and is one of the most prestigious accolades in the Swedish travel industry. The results are based on an extensive survey conducted by Nordic Bench, involving both the Swedish public and business travellers. This year's study included a representative sample of just over 4100 Swedes, all of whom had taken at least one overnight trip in the past year. In addition, around 400 travel agency professionals took part in a specially designed Net Promoter

Score (NPS) survey to capture their professional opinions of the travel companies. professionella uppfattning om reseföretagen.

In recent years, Elite Hotels of Sweden has launched several initiatives to strengthen its offering — including investments in modernised hotel rooms, culinary innovation, and an increased focus on sustainability. By combining classic and forward-thinking hotel concepts, the chain has established itself as a leading player in the Swedish hotel market.

*"Being named Hotel Chain of the Year is a strong affirmation of our commitment to quality and outstanding guest experiences. We continuously strive to develop our hotels and our service to create memorable stays for our guests. It is our fantastic employees who make this possible, and we see this recognition as a testament to their dedication and passion. Receiving this honour from both the industry and travellers means a great deal to us," says David Halldén, CEO of Elite Hotels of Sweden.*





## THE WOOD HOTEL BY ELITE

In October 2021, we opened one of the world's most sustainable hotels — The Wood Hotel by Elite in Skellefteå. Built entirely from wood, the hotel itself is a climate-positive structure. In general, the construction and real estate sector accounts for 21% of Sweden's annual CO<sub>2</sub> emissions.

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In addition, the heating, cooling, and ventilation is completely climate-neutral thanks to a collaboration with Skellefteå Kraft and ABB, allowing the hotel to minimise its use of fully renewable energy. The hotel's structure is sustainably built from timber, absorbing more CO<sub>2</sub> than is emitted during its construction.

As part of the city, the hotel shares its building with Sara Kulturhus, creating a unique and sustainable meeting place for culture, dining, spa, and conferences.

The Wood Hotel by Elite has received numerous nominations and awards since

its opening. Among them, the hotel was nominated for the prestigious Green Awards in the Construction/Building category for its innovative architectural concept focused on sustainability. It was also recognised by the Global Vision Awards as one of the 2022 honorary recipients for its commitment to turning progressive green ideas into action, paving the way for a greener future. Additionally, the hotel received the Best Sustainable Architecture award from The Guardian.





## FOOD WASTE

As we continue to grow and take greater responsibility for our environmental impact, we have identified food waste as an important area of focus. It is one of the world's major environmental challenges, but also an area with great potential for development and innovation, within our own operations and among our suppliers.

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Throughout the year, we have continued our efforts to reduce food waste in our restaurants through smarter purchasing, careful planning, and closer collaboration with our suppliers. In our kitchens and dining areas, we work to utilise whole ingredients, adapt menus to the seasons, and create a more resource-efficient approach to food production.

A key step in this process has been the implementation of Generation Waste – a tool that enables us to weigh and analyse food waste in a structured way across all our sites. By measuring kitchen waste, plate waste, and serving waste, we now have concrete data showing where waste occurs and how much is

being discarded. This, in turn, enables targeted action and continuous improvement.

The rollout of Generation Waste across all units began in 2024. Prior to that, each site used its own solution for managing food waste.

With these insights, we can now collectively monitor outcomes and take action such as improving menu planning, training staff, and adjusting portion sizes. Taking a data-driven approach to food waste is not only an effective way to reduce unnecessary waste — it is also a crucial contribution to our climate work and to becoming a more sustainable business.



## SUSTAINABILITY AND REGULATORY REQUIREMENTS

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We are entering a new chapter in our sustainability work as the EU's new sustainability reporting framework — the Corporate Sustainability Reporting Directive (CSRD) — comes into effect. It introduces stricter requirements for transparency, traceability, and the integration of sustainability into overall business strategy, something we welcome as an opportunity to strengthen our operations in the long term. Over the past year, we have taken important steps to prepare for the CSRD reporting

requirements and the underlying European Sustainability Reporting Standards (ESRS). A key part of this work has been conducting a double materiality assessment, where we systematically identified the sustainability issues most relevant to us, both from a financial perspective and an impact perspective.

This process has involved both internal and external stakeholders and has given us a clearer understanding of our most important focus areas going forward.



It has also strengthened our ability to make well-informed decisions, set clear priorities, and ensure that we allocate resources where they have the greatest impact.

In parallel, we are working to identify data needs, update our processes for collecting and assuring the quality of sustainability data, and integrate sustainability governance into our overall risk management and business strategy. Through this work, we are laying the groundwork for more transparent and value-creating sustainability reporting — in line with both regulatory requirements and our own ambitions.

## **GREEN KEY**

All of our hotels are now certified with Green Key, a leading international environmental and CSR label supported by the UN agencies UNWTO and UNEP. The certification plays a central role in our sustainability work,

ensuring that we take a systematic approach to energy, waste, water, chemicals, and social responsibility.

Since 2022, Green Key certification has also included requirements for calculating climate impact in accordance with the GHG Protocol, allowing us to track emissions at the unit level and set local reduction targets. We complement this with additional initiatives and measurement tools, such as the Hotel Carbon Measurement Initiative (HCMI).

Environmental certification is now a natural part of our process when opening new operations, ensuring that sustainability is embedded from the very start. This work is led locally by our hotel directors and centrally coordinated through regular follow-ups, audits, and a well-established sustainability policy.

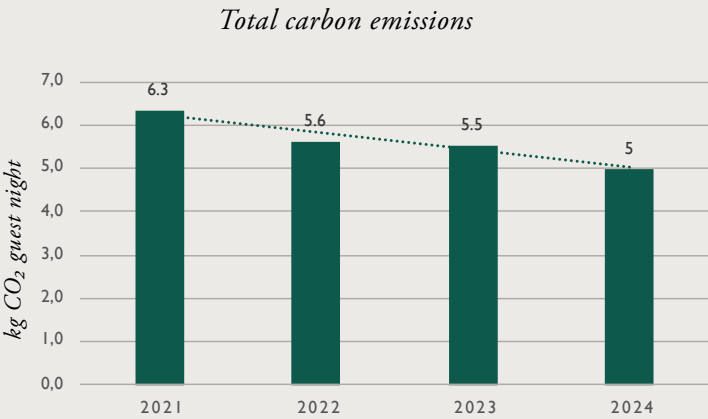


# CLIMATE IMPACT FROM OUR OWN OPERATIONS

## REDUCTION CARBON FOOTPRINT PER GUEST NIGHT

Over the past four years, our total carbon footprint per guest night has steadily declined. In 2021, emissions amounted to 6.3 kg CO<sub>2</sub> per guest night. Since then, we have seen a year-on-year decrease, and by 2024 emissions had fallen to 5.0 kg CO<sub>2</sub> per guest night — a reduction of 1.3 kg CO<sub>2</sub> per guest night.

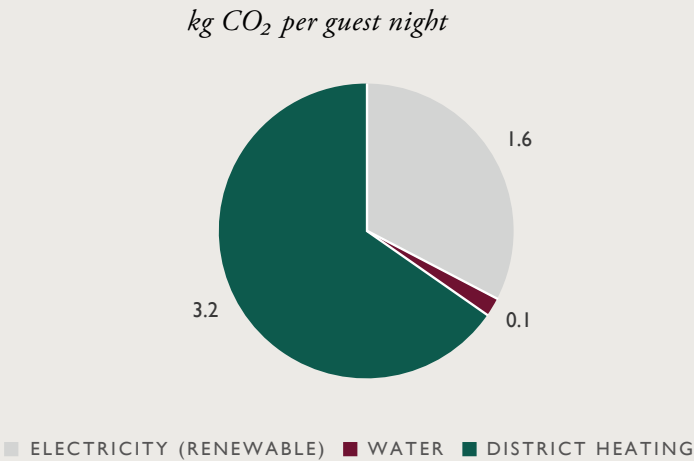
This positive development reflects our efforts in energy efficiency, investments in renewable energy, and measures to reduce water consumption while optimising heating and cooling across our hotel properties. The trend is clear. We are firmly on the path toward a more sustainable operation.



### 2024

The chart shows the breakdown of carbon emissions per guest night, where district heating accounts for the largest share of emissions (3.2 kg CO<sub>2</sub>), followed by electricity consumption from renewable sources (1.6 kg CO<sub>2</sub>) and water use (0.1 kg CO<sub>2</sub>). This indicates that district heating is the dominant source of climate impact in our operations.

The reason district heating is our largest emissions source is that heating demand in the hotel industry remains consistently high throughout the year, and the climate impact of district heating depends on the local energy mix used in the respective network. Water use contributes only marginally to total emissions.

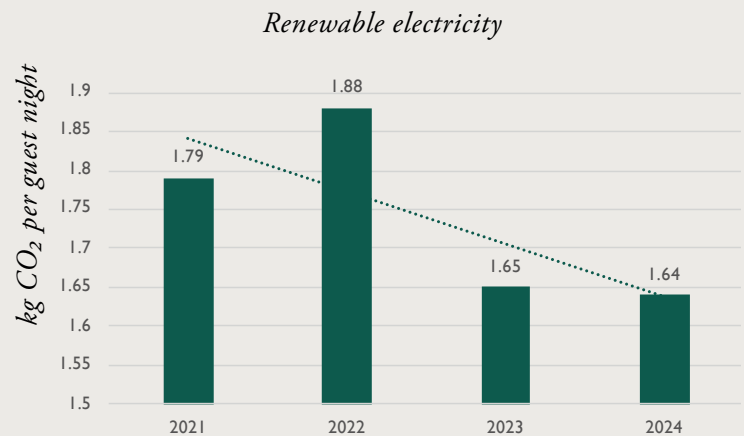


*Our Total CO<sub>2</sub> Footprint in 2024.*

## ELECTRICITY USAGE

Between 2021 and 2024, we reduced our carbon footprint from electricity consumption per guest night. After a temporary rise in 2022, the trend reversed, showing a steady decline. Targeted actions, including energy efficiency and a higher share of renewable electricity, lowered emissions from 1.88 kg CO<sub>2</sub> (2022) to 1.64 kg CO<sub>2</sub> (2024) per guest night.

Today, all our hotels use electricity from renewable sources, strengthening our climate efforts. The results show that our sustainability work is delivering clear, measurable impact and a strong basis for continued progress.

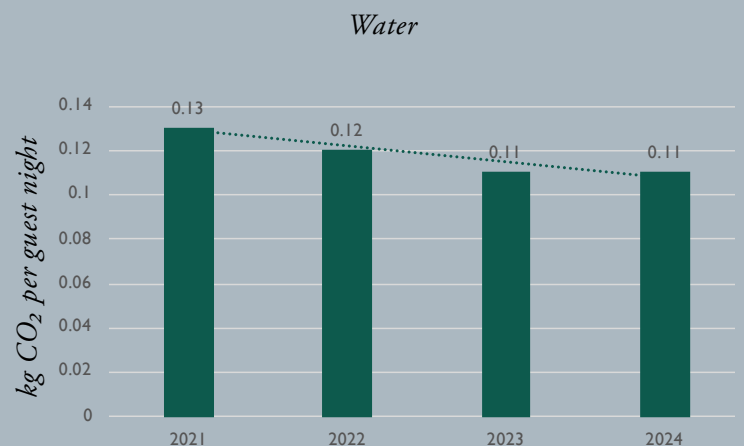


## WATER

Our carbon footprint linked to water consumption per guest night has decreased between 2021 and 2024. Emissions were 0.13 kg CO<sub>2</sub> per guest night in 2021, dropping to 0.12 kg in 2022, and further to 0.11 kg in both 2023 and 2024.

This positive trend is particularly noteworthy given that we opened two large spa facilities in 2022 and 2023, which naturally increased water usage. Despite this, we've continued to reduce water consumption per guest night through targeted actions such as installing water-efficient systems, optimising operations, and raising awareness among staff and guests.

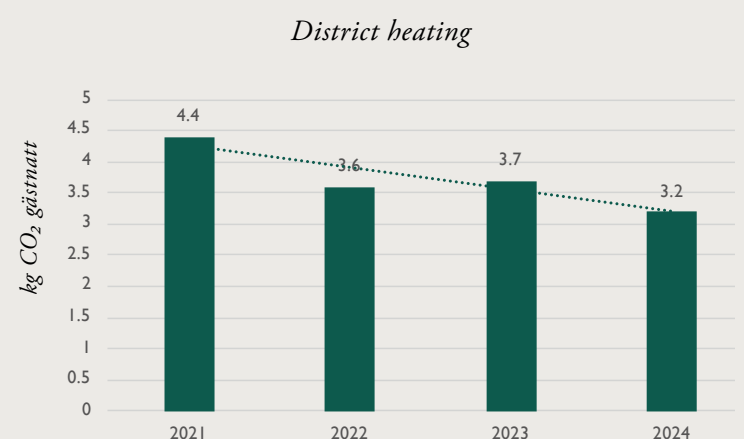
The results demonstrate that we are successfully balancing business growth with sustainability, and that our efforts to reduce the climate impact of water consumption are having a clear effect.



## DISTRICT HEATING

Between 2021-2024, we reduced our carbon footprint from district heating per guest night. Emissions were 4.4 kg CO<sub>2</sub> per guest night in 2021, dropping to 3.6 kg in 2022.

In 2023, emissions rose slightly to 3.7 kg CO<sub>2</sub>, partly due to the opening of two large new spa facilities with higher heating demands, and an unusually cold winter that increased heating needs. Despite these challenges, we successfully reduced emissions again in 2024 to 3.2 kg CO<sub>2</sub> per guest night, demonstrating the impact of our energy efficiency efforts and optimisation of district heating usage.





## LAUNDRY AND CONSUMABLES

In 2024, we continued our long-term efforts to reduce laundry volumes across our hotels in order to lower our environmental impact. Guests are encouraged to reuse towels during their stay, and in line with our international hotel standard, bed linen is changed every third day. For longer stays, guests are invited to opt out of linen changes entirely — a policy introduced in 2020.

To further reduce the need for cleaning and laundry, guests can also choose to skip room cleaning during extended stays. This initiative, launched in 2020, remains a permanent part of our sustainability programme.

We work with our main supplier, who is ISO 14001-certified, and ensure that all local laundries hold, at minimum, certification from the Swedish Laundry Association. We also closely monitor water consumption at laundries and collaborate with our partners to reduce usage wherever possible, making the laundering process as resource-efficient and environmentally friendly as we can.

All cleaning and laundry detergents used in our operations are eco-labelled. The same standard applies to all consumables such as toilet paper, kitchen roll, and paper towels. We provide ongoing training for kitchen and housekeeping staff to optimise use and dosing of these products, reducing their environmental impact.

We also continue our efforts to phase out single-use products in our restaurants and kitchens. Where disposables are used, they are sustainably sourced and eco-labelled. We aim to replace plastic with biodegradable materials such as paper, sugarcane, and corn starch, for example, we've transitioned to straws made from these alternatives. Our long-term goal is to eliminate single-use products entirely, and we comply fully with current legal requirements in this area.

Our in-room product line, VANA, has been rolled out across all hotels, replacing single-use toiletries with eco-friendly pump dispensers. In addition, our staff uniforms now contain at least 25% recycled PET.

During new construction and renovations, we aim to install showers instead of bathtubs to reduce both water and energy consumption — a long-term sustainability goal for the development of our properties.

We also maintain regular dialogue with our suppliers, focusing not only on reducing laundry volumes but also on developing sustainable solutions for guest laundry and textiles — which we will continue to implement throughout 2025 and beyond.



## FOOD AND BEVERAGE

In 2024, we continued our efforts to reduce food waste and general waste across our sites. We introduced Generation Waste and its working methodology throughout our units to help cut waste, with particular focus on our breakfast buffets and Christmas tables.

To achieve these goals, we provide continuous training for our staff in purchasing control and portion management to ensure we reduce unnecessary food waste while still offering our guests enjoyable and sustainable meals.

We have also increased our focus on providing vegetarian and vegan options, which are now a growing part of our menus. This is especially reflected in our Christmas buffets and conference coffee breaks, where we offer a wide range of plant-based dishes with the aim of reducing meat consumption and thus our environmental impact.

As part of our commitment to sustainability and climate-friendly food options, we have also revised our menus to include more climate-optimised ingredients, meaning we adapt menus based on seasonality and availability.

We've taken important steps to ensure animal welfare and sustainability in our egg sourcing. Elite Hotels and The Bishops Arms have fully phased out the use of caged eggs — both whole eggs and those in processed products. This is part of our long-term commitment to the standards outlined in the European Chicken Commitment (ECC). We continuously report our progress in accordance with ECC guidelines and update our website to keep our guests and stakeholders informed.

To further strengthen our sustainability efforts, we support Swedish agriculture by prioritising the purchase of locally and sustainably produced food wherever possible. By working with more Swedish producers, we help create a more sustainable and local food supply while reducing our environmental footprint.

Elite Hotels of Sweden is deeply rooted in Swedish society, and we are committed to contributing to a more sustainable national food system.





## VALUE CHAIN AND GLOBAL GOALS – AGENDA 2030

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The Sustainable Development Goals (SDGs) – Agenda 2030 – were adopted by all United Nations member states in 2015 and form a shared global blueprint to end poverty, protect the planet, and ensure peace and prosperity for all.

Although Elite Hotels of Sweden is a Swedish company operating within Sweden's borders, our commitment to the global sustainability agenda is both relevant and essential.

As part of our long-term strategy for sustainable development, we have identified four of the seventeen Global Goals as particularly relevant to our business. These goals are integrated into our operations and business development, and we view them as vital tools in our efforts to support a more inclusive, fair, and climate-smart society.



## 5. GENDER EQUALITY

### ACHIEVE GENDER EQUALITY

Everything we do is about people. A key part of our efforts focuses on gender equality and anti-discrimination. We have a clear HR policy and actively promote equality in recruitment – with a particular emphasis on achieving balance in leadership roles. We also take responsibility through collective agreements, fair market-level wages, and by recognising the vital role every employee plays in our company's success. Our supplier code of conduct requires all partners to ensure anti-discrimination policies, uphold human rights in production, work actively with gender equality, and maintain zero tolerance for child labour.

## 7. AFFORDABLE AND CLEAN ENERGY

### ENSURE ACCESS TO AFFORDABLE, SUSTAINABLE ENERGY FOR ALL

We purchase only fossil-free, renewable, and ecolabelled electricity for all our operations. We support multiple energy efficiency projects, monitor water flow across our sites, and encourage our guests to reduce energy use – helping to raise awareness and promote shared responsibility.

## 12. SUSTAINABLE CONSUMPTION AND PRODUCTION

### ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS

We work actively to reduce food waste across all our pubs, restaurants, and hotels. While methods may vary between units, all food waste is measured, and staff are trained to take effective action to minimise waste throughout the production chain. We sort our waste and ensure proper recycling procedures. Cleanliness and hygiene are cornerstones in our industry – and where possible, we use alternative methods to reduce chemical usage and minimise environmental impact.

## 14. OCEANS AND MARINE RESOURCES

### CONSERVE AND SUSTAINABLY USE THE OCEANS, SEAS AND MARINE RESOURCES

We support sustainable fishing practices and help combat overfishing by serving only MSC-certified fish in our pubs, restaurants, and hotel breakfasts. Where geographically appropriate, we also support small-scale fisheries wherever feasible.



# SUSTAINABLE COMMUNITY DEVELOPMENT / LOCAL ENGAGEMENT

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Elite Hotels is an integral part of local communities – many of our hotels are long-standing institutions in their cities, often with a history that spans generations. Local engagement is a vital part of our company culture. That's why each hotel is encouraged to identify and lead its own initiatives that make a difference in the area in which it operates.

With decentralised responsibility, we enable meaningful contributions to society – from Malmö in the south to Kiruna in the north. All hotels are involved in at least three active partnerships or initiatives related to sustainability and community engagement, which are monitored and evaluated annually. These efforts cover a wide range of areas including social inclusion, environmental work, education, culture, and sport.

## PROMOTING CULTURE AND READING

Elite Hotels is proud to be the main sponsor of the August Prize, one of Sweden's most prestigious literary awards. Through this partnership, we aim to highlight high-quality contemporary Swedish literature and foster a deeper appreciation for the written word. We also support the Young August Prize, which targets aspiring young writers and school pupils – an initiative that encourages the next generation to express themselves through writing and contribute to positive cultural development.

## ENCOURAGING AN ACTIVE AND HEALTHY LIFESTYLE

Tennis holds a special place in our hearts, which is why we are proud partners of the Swedish Tennis Association, with a particular focus on youth and junior development.

Through this collaboration, we aim to inspire joy in movement and support an active lifestyle at a time when sedentary habits are increasing among young people.

Our hotels offer a variety of opportunities for physical activity, including access to gyms, running routes, bike rentals and local sports partnerships. All employees are offered wellness allowances, further reflecting our commitment to supporting the health and wellbeing of both our guests and our staff.

## SUSTAINABLE SUPPLY CHAINS – COLLABORATION FOR REDUCED EMISSIONS AND GREATER ACCOUNTABILITY

Our sustainability efforts span the entire value chain – from purchasing and supplier relations to the end customer. As a large share of our climate impact lies beyond our own operations, collaboration with suppliers is key to our climate strategy.

All suppliers are expected to follow our Code of Conduct, covering working conditions, human rights, environmental responsibility, ethics, and traceability. We ensure compliance through contracts, dialogue, follow-ups, and audits when needed. Shared values are a prerequisite for collaboration.

In 2024, we strengthened our supplier responsibility framework by systematically collecting and assessing data on our suppliers' sustainability work. Our goal is to increase transparency and collaboration across the supply chain and build lasting partnerships with suppliers who share our environmental and ethical values.

# EXAMPLES OF LOCAL INITIATIVES

## ELITE STADSHOTELLET LULEÅ

Elite Stadshotellet in Luleå only purchases Swedish meat for its restaurant, aiming to reduce transport emissions and support the Swedish food industry and local producers.

## ELITE STADSHOTELLET ESKILSTUNA

Elite Stadshotellet in Eskilstuna provides monthly support to Sörmlands Stadsmission by donating basic goods, surplus food to their day centre, and lost-and-found items.

## CONVENTUM, ÖREBRO

In 2024, the Funkis Melodifestival (Funkismellon) was organised by Örebro Municipality in collaboration with Conventum. Funkismellon is a music festival for people with disabilities, focusing on community, inclusion, and joy.

## ELITE HOTEL PARK, VÄXJÖ

Elite Hotel Park is a proud sponsor of "Öster i sambället," an initiative by Östers IF aimed at promoting inclusion and safety in Växjö. The project focuses on fostering health, friendship, and integration among children and young people.

## ELITE PLAZA HOTEL, MALMÖ

Elite Plaza Hotel in Malmö supports Läxhjälp, helping local children with homework to promote education and strengthen the community.

## ELITE PLAZA HOTEL ÖRNSKÖLDSVIK

Elite Plaza Hotel Örnsköldsvik organised its own charity run, "Elite-loppet", in 2024. For each participating employee, a donation was made to the Swedish Sea Rescue Society.

## ELITE GRAND HOTEL GÄVLE

Organised a Christmas gift drive to bring joy to children in vulnerable situations in Gävle. Around 30 children submitted wish lists, and gifts were donated by staff and guests. The presents were handed out in the hotel's Pelarsalong, with Santa in attendance.

## ELITE HOTEL ADLON, STOCKHOLM

In the autumn, staff and their children take part in the "Hela Sverige plockar skräp" (All of Sweden Picks Up Litter) event, organised by Håll Sverige Rent. The initiative promotes a cleaner environment while strengthening team spirit among employees.

## AD ASTRA SÖDERTÄLJE

Ad Astra by Elite decorated selected rooms in pink and blue and adapted food and drinks to match the colour themes to support the Swedish Breast Cancer Association and the Cancer Foundation.





## ETHICAL SUSTAINABILITY AND HUMAN RIGHTS

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Elite Hotels operates exclusively in Sweden, a country that has made significant progress in promoting human rights. Nevertheless, unacceptable violations of human rights still occur, even here—something we actively strive to counter. For example, we work closely with authorities and industry peers to prevent trafficking and prostitution at our properties.

To address these issues, we have established locally adapted procedures and processes at all our hotels and operations. These include internal training, clear reporting channels, and

close collaboration between hotel management, staff, and external stakeholders. When necessary, we cooperate with local authorities and industry organisations, always with respect for individual privacy and with safety as the highest priority.

We have a supplier Code of Conduct that all our suppliers are required to adhere to, covering human rights, safety, working conditions, child labour, and environmental responsibility.





## OUR EMPLOYEES

**62 % / 38 %**

Gender distribution across all employees (women/men).

**65+ NATIONALITIES**

Are represented among our staff.

**59 % / 41 %**

Gender distribution among our hotel general managers (women/men).

**1997 EMPLOYEES**

Full-time equivalent employees across our hotels, restaurants, and pubs.



## SOCIAL SUSTAINABILITY

Elite Hotels has 1997 full-time employees, working from Kiruna in the north to Malmö in the south. Our workforce is characterised by broad diversity in terms of gender, age, background, and life experience. We see this diversity as a strength and a vital part of our company culture.

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Ensuring an inclusive work environment where all employees feel safe and respected is central to our social sustainability efforts. Elite Hotels has a clear zero-tolerance policy against discrimination, harassment, and victimisation – on any grounds. Our ambition is to offer equal opportunities for everyone and actively promote equality and inclusion across the organisation.

The wellbeing, job satisfaction, and engagement of our employees are key to our success and remain a top priority in our sustainability work. Elite Hotels actively monitors employee perceptions of the work

environment and working conditions through locally adapted tools for dialogue, follow-up, and development.

As part of our onboarding programme, all new employees receive training in our environmental and sustainability practices. In addition, each hotel conducts an annual training initiative for all staff, focusing on a current topic within the field of environment or sustainability. These initiatives aim to deepen knowledge, boost engagement, and build a shared understanding of our role in the transition to a more sustainable future.





## WHISTLEBLOWING

Elite Hotels strives to foster an open, responsible, and ethical corporate culture where all employees feel safe to raise concerns and report misconduct. As part of this commitment, we provide a whistleblowing service that enables employees to anonymously report serious irregularities, such as discrimination, harassment, corruption, or other unethical behaviour.

## SOCIAL DIALOGUE / COLLECTIVE AGREEMENTS

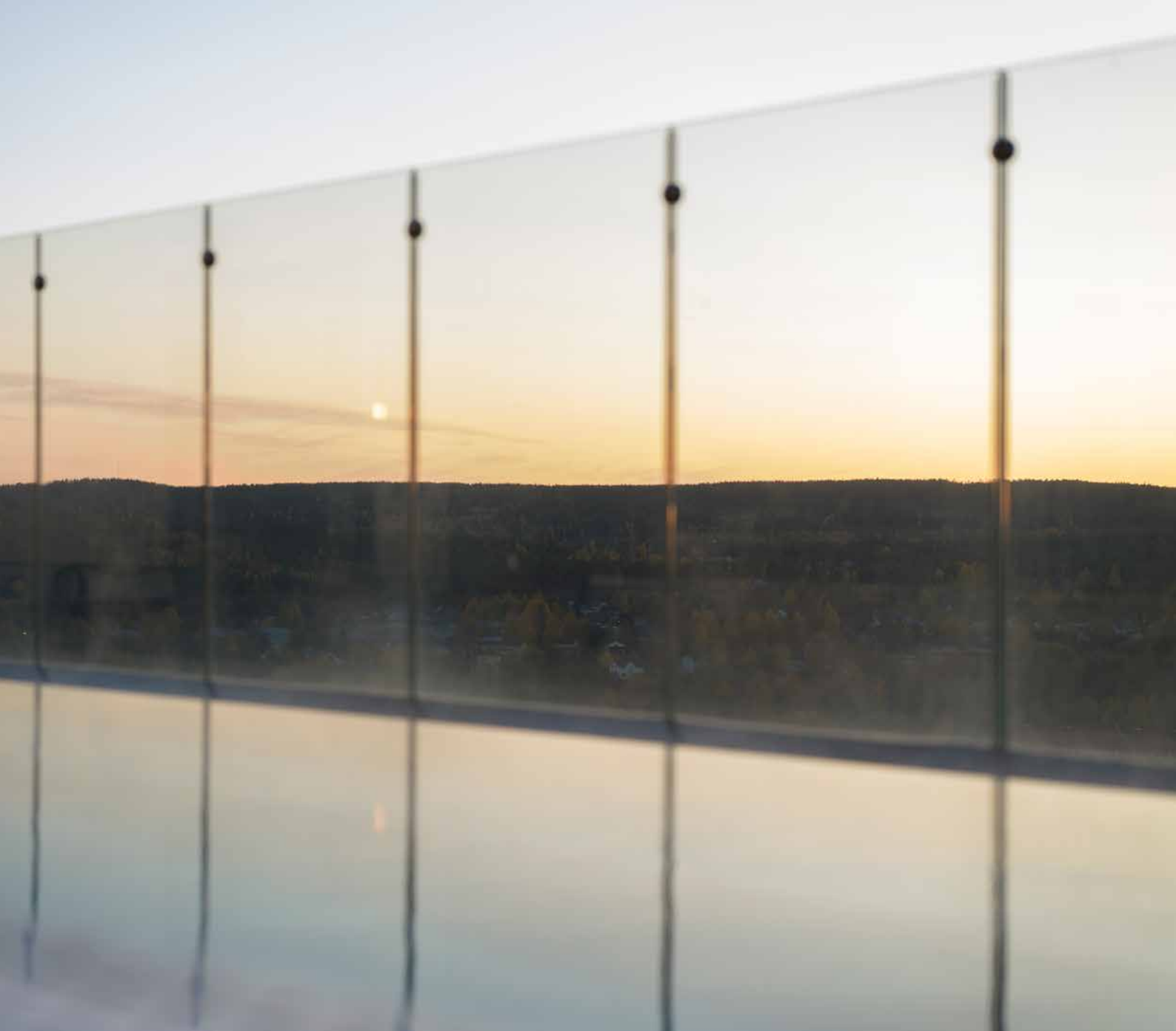
Elite Hotels is a member of the employers' organisation Visita and is covered by the collective agreements negotiated by Visita with trade unions, primarily the Hotel and Restaurant Workers' Union (HRF) and Unionen.

Collaboration with the trade unions is an important part of our commitment to good

working conditions, fair employment practices, and a sustainable working life. The collective agreements provide clear frameworks for salary, working hours, holidays, pensions, and other employment terms.

We view social dialogue as essential for a well-functioning labour market and a safe work environment. It gives our employees a strong voice and influence, while also creating clarity and stability in the employer role.

Operating within the framework of collective agreements is not just an obligation, it is part of our responsibility as an employer and a key contribution to the social dimension of our sustainability work.



## PERSPECTIVE

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At Elite Hotels of Sweden, we are committed to a long-term vision embodied in a 100-year plan. Many of our hotels have played a significant role in their cities for decades. For generations, these hotels have been associated with memorable experiences and milestones, hosting countless notable individuals. We are custodians of an important part of Swedish cultural heritage and a proud tradition of city hotels. We take this trust and responsibility very seriously. It is part of the very DNA of Elite Hotels as we look towards the future.