

another star

Another Star rules

Introduction

We changed hotels by breaking the script, and that spirit will always be ours. From our foundation in 2008, we've known better than anyone how to operate citizenM hotels and deliver the experience that sets us apart. Now operating as Another Star, we continue to apply our expertise and standards.

You'll live and breathe citizenM, with Another Star as the engine bringing vision and operations together, with the same DNA and the same passion.

Wherever you work, hotel or support office, our Another Star values and rules are worth protecting: the bright, buzzing spark that makes us different. Built on honest, human principles, they reflect our commitment to all those we work with.

But without clarity, even the strongest values become just words.

So here is a document to guide, instruct and create clarity.
We're sure you'll stand behind our Another Star rules.

We look forward to continuing to do great things together.

Another Star rule(s)

Another Star wants to do the right things for its guests, employees, business partners and the community. Behaving appropriately and ethically in all our dealings and under all circumstances is essential to this. This Another Star rules document provides guidance and defines desired attitudes and appropriate behaviour within Another Star. The simple message is that we want to ensure that all Another Star employees make their decisions and perform their work carefully and with the highest integrity, in line with the best interests of Another Star.

The Another Star rules apply to all (temporary) employees and consultants working for Another Star ("hereinafter" employee"). We expect them to abide by the rules and to hold each other accountable for compliance with this Another Star rule book. Non-compliance

may lead to disciplinary measures including, including but not limited to dismissal and administrative sanctions.

We can all take great pride in the many wonderful things that Another Star stands for, and as long as everyone remains committed to the values that make us special, and abides by the rules, Another Star will never be just another operator.

Another Star rule(s):

be a nice person, that's why we hired you.

your responsibility: do right, it would break our heart if you do not treat people well

Employee behaviour

Another Star expects its employees to work with care and respect for people and the planet. Satisfied guests are the people who can affirm Another Star's success. Therefore, it is the responsibility of every employee to provide unexpected and surpassing services to our guests and partners at all times. It is fundamental that we treat colleagues, guests, vendors, lenders, and third-party business partners with respect and inform each other in a clear, honest, and straightforward way. Another Star empowers its employees and trusts that they will act responsibly and avoid any behaviour that may harm the reputation of Another Star.

Romantic relationships

Love knows no boundaries. However, romantic relationships between colleagues are strongly discouraged because they may cause conflicts of interest, unforeseen disruptions, complications, or significant difficulties in the workplace. Therefore, all employees must inform their direct leader and HR about any relationships with colleagues. Romantic relationships within a hierarchical line and any form of fraternisation or romantic or sexual relationships with guests are not permitted.

Harassment at work

Harassment is any verbal or physical conduct that denigrates, shows hostility, damages, or takes advantage of an individual because of their race, color, age, sex, sexual orientation, disability, or any other characteristic protected by law. Another Star does not allow harassment at work. Anyone who experiences harassment at work can contact Human Resources or contact the trusted advisors at our various locations for counseling. Support for individuals impacted by inappropriate behaviour is essential. This includes demonstrating disapproval through words or actions and refraining from participating in or encouraging behaviour that targets others. Each of us shares responsibility for maintaining a respectful workplace and preventing harassment.

Sexual harassment

Another Star does not accept sexual harassment. A respectful working environment is essential for the well-being of our employees. Sexual harassment is unwelcome sexual attention that makes an individual feel offended, humiliated, and/or intimidated. This can be both verbal (gestures) and physical (touching). The person to whom it happens determines what is unwanted or not. The limits between 'just friendly' and 'going too far' are different for each individual. Anyone who is bothered by or concerned about either unwanted behavior or sexual harassment can contact Human Resources for counseling or contact the trusted advisors at our various locations.

Fair dealing

Another Star takes great pride in providing an inspiring and fun work environment. Therefore, employees must at all times try their best to treat fellow employees, guests, and business partners fairly and with respect. Actions that may lead to taking unfair advantage of someone may include manipulation, concealment, abuse of privileged information, or any other unfair dealing practice violating our culture.

Drugs and alcohol

The use of any illegal drugs in Another Star locations is strictly forbidden. Illegal drugs include all drugs except prescribed and over-the-counter drugs that have been legally obtained and used for the purpose for which they were intended. Another Star expects you to report to work in a condition to perform your duties, free from intoxication due to drugs or alcohol. Another Star may check employees on the use of drugs and alcohol at work and will promptly investigate any alleged drug and alcohol abuse. Such behaviour will be deemed as gross misconduct and dealt with accordingly in line with local legislation and disciplinary practices.

Another Star rule(s):

think what you say before you say what you think

your responsibility: communicate in a clear and honest way

External & Public Communications

Social media, email, direct messages and other forms of public communication help us stay connected with colleagues, guests and business partners. They are a great way to share our work and celebrate what we do, but they work best when used thoughtfully. From time to time, messages can be misunderstood or taken out of context, which may impact employees, Another Star, citizenM or our relationship with Marriott.

We ask all employees to follow the External & Public Communications guidelines when using social media, email or direct messages, or when speaking in public settings such as external conferences. Even personal posts, private messages or informal conversations at public events can sometimes be interpreted as official statements, so we simply encourage everyone to communicate with care, both in and outside working hours.

Freedom to speak up

Another Star fosters a supportive workplace based on trust, careful listening, and open, two-way communication. All employees are encouraged to approach and communicate with managers or Human Resources to discuss concerns, the working environment, and business-related matters so they can be addressed. Another Star is committed to informing and involving all its employees in planning and running its business. hones

Another Star recognises the importance of freedom of association and the right of employees to collectively bargain. We respect our employees' rights to form, join, or not join trade unions or other organisations of their choice. This commitment aligns with our accessible management style and open communication culture. By fostering an environment where employees can freely associate and collaborate, we ensure their voices are heard and respected.

Another Star rule(s):

don't be a trust-breaker or a stuff-taker

your responsibility: be careful with Another Star assets

Confidentiality

All business-related information relating to Another Star businesses, properties, shareholders, financial affairs and all other affairs that belong to Another Star must be kept confidential, both while employed, as well as after termination of employment. Every employee is required to sign a confidentiality agreement as a condition of employment. This agreement spells out all pertinent information regarding Another Star ownership of materials and other intellectual property and ongoing confidentiality obligations to Another Star. Please do the right thing by not violating the trust Another Star placed in you.

Information security

Technology provides a crucial foundation for Another Star's guest journey. Our guests and our employees are dependent on our technology and the data managed by it. Also, for our support office, technology has increasingly become an essential component of the service provided to the hotel teams.

It is critically important that all Another Star employees and all third parties understand the importance of safeguarding Another Star's business information. Under our corporate governance practice, Another Star is required to protect from accidental or deliberate disclosure or loss: information about our guests, employees, strategy and finance. This information may be stored and processed by Another Star internally or by partners managed by us under contract. At all times, however, Another Star remains responsible for this data, wherever it is stored, and is committed to protecting the privacy and cybersecurity of guests and employees, as well as the corresponding data assets entrusted to us. Another Star will not tolerate any misuse of data entrusted to us, and all employees are required to comply with the Another Star book of cyber safety.

Company equipment

Another Star equipment (e.g. a mobile phone, company car, and computer) is for doing Another Star business, but may be used for incidental and limited personal purposes. Each employee has the obligation to care for this equipment and use it responsibly. If Another Star equipment is used at home or off-site, precautions should be taken to protect it from theft or damage.

Political contributions

Another Star funds or resources may not be used to support any political candidate or political party anywhere in the world. Another Star neither supports political parties nor contributes to the funds of groups whose activities are focused on promoting party

interests. Employees are therefore not allowed to use any Another Star funds for sponsorships or political contributions of any kind. Personal contributions are allowed, but any representation of such a contribution on Another Star's behalf is not permitted.

Theft

Another Star wants its employees to feel responsible for protecting Another Star's assets to the best of their ability, and ensure its efficient use. Theft, carelessness, and waste have a direct effect on our profitability. If Another Star merchandise and property are used, please make an effort to ensure that Another Star has received proper value in return. Remember that employees are trusted members of the Another Star family – please do not violate that trust. Any suspected fraud or theft should be immediately reported to a direct leader and Another Star's General Counsel.

Another Star rule(s):

let's do things right

(y)our integrity: act responsibly and in compliance with applicable laws and regulations

Compliance with laws

Another Star and its employees perform their work with integrity and comply with all laws and regulations that apply to its business. This Another Star rule book does not cover all of Another Star's internal policies that apply to its employees. When conducting Another Star business, employees are expected to abide by governing laws and regulations. While this rule book addresses a wide variety of topics, good judgment and common sense should always be used, as it cannot, and does not, address every possible situation. If there are questions on specific situations, laws, or regulations, employees must seek guidance and contact Another Star's General Counsel for advice.

Dealing with third parties

Another Star only does business with business partners who support our values, our social and environmental standards. We expect our business partners to abide by the principles laid down in this Another Star rule book. Another Star will not enter a relationship with persons or business partners that engage in illegal or unethical activities. Key to our integrity is performing a risk-based, third-party due diligence check on our (potential) business partners and professional advisors. Employees shall report any reasonable doubt about the integrity of a (potential) business partner or the legitimacy of the (contemplated) transaction to the responsible senior management, while also informing Another Star's General Counsel.

Anti-bribery

Another Star will not tolerate any act of bribery or corruption from any of its employees or business partners. A bribe is defined as giving anything of value, directly or indirectly, to influence an act or someone's decision, or persuading a person to use their influence. There shall be no distinction between a person who works for a (foreign) government or one who is active in the private sector. Another Star will not tolerate bribery. All employees are required to comply with the 'Another Star Gifts, hospitality and anti-corruption policy '.

Competition

Another Star will compete for business and expects its employees to compete lawfully and ethically. Employees may not exchange information with competitors regarding costs, pricing, construction and design, terms and conditions of service offerings, choice of vendors, future locations, and market share.

Human rights

Another Star supports and respects human rights and strives to ensure that its activities do not cause a violation of human rights. Another Star will promote economic and social justice for its employees.

Equal opportunities

Another Star is committed to an empowering and supportive working environment for its employees. In this respect, it is our responsibility to recruit, hire, and promote employees on the basis of suitability for the job. Our employees are recruited, selected, and promoted based on objective and non-discriminatory criteria. No discrimination of any kind will be tolerated (for example, discrimination based on race, ethnicity, sex, sexual orientation, age, religion or beliefs, disability or marriage and civil partnership). Another Star managers lead diverse teams with differences in individuality, personal ambition, national culture, and organisational interest.

Promoting gender equality and equal pay

Another Star is committed to gender equality and giving equal pay for equal work. We regularly review our pay structures and employment practices to eliminate any disparities and promote a diverse and inclusive workplace. We believe all employees should receive fair wages that meet or exceed living wage standards and adhere to local laws regarding overtime and compensation.

Accessible workplaces

Another Star is dedicated to making our workplaces accessible to persons with disabilities. We provide reasonable accommodations and ensure that our employment practices are inclusive and supportive of employees with disabilities.

Secure employment

Another Star fosters a one-of-a-kind work environment where employees are encouraged to be their best selves. We prioritise employee happiness, wellbeing, and personal growth, supporting each other to create a sense of belonging. Our mission is to help employees reach their full potential, offering flexible career growth. We promote a safe and secure work environment, with local benefits like health, dental, and retirement plans. Employment stability is maintained through adherence to local laws, renewing temporary contracts when possible. Even when relationships end, we aim to part amicably, following local laws.

Work-life balance

Another Star is committed to fostering a supportive work environment. We offer family leave and flexible working arrangements, including maternity, paternity, and parental leave, as well as flexible hours and remote work options. Employees are encouraged to manage their workday flexibly and flag workload issues for resolution. We schedule shifts to ensure adequate rest and only implement long shifts when necessary, prioritising family matters.

Skills development

Another Star believes in keeping our skills sharp and staying ahead of the curve. That is why we encourage our employees to take responsibility for their personal growth, e.g. by taking advantage of training opportunities, attending workshops, and learning new things. Whether it is mastering a new tool or improving current skills, personal growth benefits us all.

Conflicts of interest

Another Star expects its employees to maintain our integrity. No person working for Another Star should be subject to influences, interests, or relationships that conflict with

Another Star's best interest. A conflict of interest exists when private interests interfere in any way or compete with Another Star's interest. In principle, any private interaction with business partners is prohibited, unless such private interaction has been approved by your direct leader and Another Star's General Counsel in advance and the consideration payable is the market price. Each employee must report potential conflicts of interest to their direct leader while also informing Another Star's General Counsel.

Child labour

Another Star will not recruit or employ child labour in any form. The minimum age for employment is determined by the national legislation and the legal age for compulsory education in any given country where Another Star operates. Employees younger than 18 years of age will not be employed at night and will not be required to carry out heavy or risky tasks nor work in areas of risk, without full supervision, in line with relevant risk assessments. Young workers will not carry out any task that's prohibited by national legislation due to their age.

Health and safety

Another Star takes full responsibility and does what is in its power to ensure safe and healthy working conditions, in order to prevent harm to, and promote the health of employees. Health and safety rules and regulations apply at all our locations. Another Star obliges their employees to comply with the company health and safety norms as communicated to them from time to time. Employees shall bring to the management's attention any concerns so that measures can be taken to prevent accidents and injuries to employees. Another Star will ensure availability of skilled first aiders in each location. Proper fire fighting equipment and fully equipped first aid kits are provided at strategic posts.

Environment

Another Star created a unique cultural and brand footprint. However, Another Star is committed to limit our footprint on the environment. We care about today's and future generations and we will all take great pride in taking all possible measures to ensure our activities are conducted in a way that minimizes the impact on the local environment.

Financial and ESG reporting

Another Star uses integrated reporting to communicate to stakeholders our economic activities and our commitment to environmental, social and governance standards. Our reporting is essential for transparency and fostering trust. However, the integrity of this process hinges on unwavering ethical standards.

Another Star complies with generally accepted accounting principles and adheres to ESG reporting requirements and guidelines. All business transactions will be accurately and completely recorded in accordance with Another Star's accounting principles, ESG commitments, and applicable laws and regulations. Another Star expects its employees to adhere to these rules. All records and supporting documents will accurately describe and reflect the nature of the underlying transactions. No false or misleading entries may be made in its books, records or ESG reports.

Reporting violations of Another Star rules

Another Star expects employees to promptly report violations or suspected violations of the Another Star rules to their direct leader, human resources or Another Star's General Counsel. Concerns can also be raised through one of the options set out in Another Star's speak up policy.

An employee who reports a (suspected) violation of the Another Star rules in good faith will not suffer any detriment as a consequence of their report. Retaliation against a reporting employee and threats or attempts to retaliate will not be tolerated.

Disciplinary Action

Another Star will take appropriate action against any employee whose actions are found to violate the Another Star rules. Disciplinary actions may include the termination of employment. Where Another Star has suffered a loss, it may pursue its remedies against the individuals or entities responsible.

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