

## **THE WORKPLACE**

### **EQUAL OPPORTUNITIES**

It is the Group's policy to treat job applicants in the same way, regardless of their gender, sexual orientation, age, race, ethnic origin or disability. We uphold the principle of equal opportunities and strive to meet high ethical standards.

### **EMPLOYMENT OF DISABLED PERSONS**

The Group makes every effort to ensure disabled persons receive equal opportunity and are not discriminated against on the grounds of their disability.

### **TRAINING AND DEVELOPMENT**

The Group constantly identifies and reviews training and development needs that are relevant to the achievement of business objectives and produces, implements and reviews training and development plans for employees at both corporate and hotel level. All employees at every level are encouraged to develop their skills.

### **EMPLOYEE INVOLVEMENT**

The flow of information to staff is maintained and management regularly visit hotels and discuss matters of current interest and concern to the business

### **HEALTH AND SAFETY**

Health and Safety continues to be a primary objective to the Group.

The Group strives to provide and maintain a safe environment for all employees, customers and other visitors to its premises and to comply with all relevant health and safety legislation. The Group provides training for all relevant staff on Health and Safety requirements and written guidance is provided in the Company Health and Safety manuals. Our aim is to achieve best-practice standards in health and safety throughout our operations. We support a pro-active culture of risk management to ensure accidents and incidents remain as low as is reasonably practicable. Exceptions are reviewed at senior level and the subject of a written report to executive management. The Group has a Health and Safety Officer who is responsible for the supervision of compliance with all Health and Safety legislation in hotels and support offices. The Company Secretary continues to work closely with the Groups insurers and others to invest in reducing risks.

### **ENVIRONMENT**

Concern for the environment is, and for some years has been, integral and fundamental to the Group's business strategy.

Energy consumption is benchmarked at sites across the Group and the information used to apply best practice. Energy efficiency remains relevant to our design, maintenance and refurbishment programmes. Environmental concerns are also an issue for our purchasing team who seek, wherever possible, to source appropriately. Strict controls to reduce consumption of energy (for example by installing low energy light bulbs) are constantly under review. The Group will continue to

investigate ways to improve the efficiency of waste disposal and recycling without adverse effect. It only uses refrigeration equipment which complies with current legislation.

The activities of the Group do not pose serious environmental hazards and it continues to co-operate with all relevant authorities to ensure that all statutory environmental requirements are complied with.

#### **BUSINESS PRACTICE**

Our internal codes of practice require business professionalism, honesty and integrity in all that we do. We seek to comply with all relevant legislation and to maintain good relationships with all our stakeholders

#### **BRAND STANDARDS**

We recognise customers as key stakeholders in our business and regular guest satisfaction surveys, detailed audits and regular hotel visits by our Senior Executives ensure that adherence to brand standards is a clear focus for the hotels. Staff training and communication programmes have been established to ensure the Group's brand standard objectives are recognised at all levels of business.

#### **LEGAL AND COMPLIANCE**

Legal and regulatory compliance is monitored and managed by means of inspections, written procedures, handbooks and regular updates from the hotels.

Litigation matters are referred to the Company Secretary who provides regular reports to the Chief Executive and, as appropriate, to the Board. External advice is sought, as appropriate, from the Company's professional advisors.

#### **THE COMMUNITY**

The Group continues to recognise its responsibility to the community and actively encourages its employees to involve themselves in the causes and charities closest to their own community. Community involvement, staff commitment and sponsorship activity is organised by the hotels and at corporate level.