

ANIMAL WELFARE GUIDELINES:

Traditional Comfort is committed to implementing high standards of animal welfare management. Whilst on our property and in our employment we require all our staff, contractors and suppliers to comply with all current animal welfare legislation at all times. We support the requirement to provide an animal with its needs in all the circumstances as required by good practice, since we have a responsibility to also take the lead on developing sustainable tourism and helping ensure the world's beauty is left for future generations to experience. These ethical efforts from us will ensure our guests stay is always purposeful, and never harmful.

We are committed to operating in a way that contributes to a sustainable future for our planet, while creating heartfelt experiences for our Guests and meaningful opportunities for our Team Members.

We strive to work towards the legal, ethical, humane treatment of animals across our value chain - operations, supply chain and communities. Our approach to animal welfare is informed by the "Five Freedoms" of care, including:

The Five Freedoms Model

We take our lead on animal welfare from the Five Freedoms model, which describes the basic needs of animals under human care. According to this model, humans are obligated to ensure that animals have:

1. **Freedom from hunger or thirst** through ready access to fresh water and an appropriate diet to maintain full health and vigour
2. **Freedom from discomfort** by providing an appropriate environment, including shelter and a comfortable resting area
3. **Freedom from pain, injury or disease** by treating animals respectfully, ensuring qualified animal management and access to veterinary care
4. **Freedom to express normal behaviour** by providing sufficient space, an environment resembling the animal's natural habitat, and allowing for species-specific social behaviour
5. **Freedom from fear and distress** by ensuring conditions and treatment which avoid mental suffering

Meanwhile, we expect its suppliers and business partners to comply with all laws and regulations, and is committed to encouraging its owners, franchise partners, and others in its value chain to uphold the principles laid out in this statement in their own operations and business relationships.

OPERATIONS:

- We strictly condemns and prohibits any form of trade or promotion of wildlife or wildlife parts or products that is contrary to international and/or domestic law
- All food and beverage operations contained within or provided by the hotel (including third-party operations) must ensure compliance with applicable laws and our sustainability commitments.

- Captive wildlife is not recommended on site. No species of wild animal should be acquired, bred or held captive at our hotels, except by authorized and suitably equipped persons and for properly regulated activities in compliance with local and international law. Housing, care and handling of all wild and domestic animals must meet the highest standards of animal welfare.

SUPPLY CHAIN:

- We expect our suppliers to live up to the principles outlined in this Animal Welfare Statement.
- We expect our suppliers to implement humane procedures to prevent the mistreatment of animals at all times, including when they are raised, cared for, transported, and processed.
- We encourage our suppliers to hold their suppliers and subcontractors accountable to animal welfare principles.
- As per our Hotel Standards, hotels must follow animal welfare standards around responsible sourcing of eggs.

COMMUNITIES:

- Where applicable, our properties should follow appropriate guidelines for the management and promotion of visits to natural sites, in order to minimize adverse impacts and maximize visitor fulfilment. Interactions with free roaming wildlife, taking into account cumulative impacts, should be non-invasive and responsibly managed to avoid adverse effects on the animals concerned.