

# **TRADITIONAL COMFORT'S (TC'S) POLICIES**

## **CHILD PROTECTION POLICY:**

Traditional Comfort abides by the principle that a child has the right to have his or her views taken into account in accordance with their age development in decisions affecting their life by identifying and managing risks at all levels of our operations that may lead to harm. We are committed to respecting and safeguarding all children under the age of 18 who stay in our hotel as well as who work or live in our locality, ensuring that they are being well protected from abuse and exploitation.

## **EMPLOYEE POLICY:**

We provide a work environment in which all individuals are treated with respect and dignity. We value our staff and treat them fairly and with respect ensuring that no one is discriminated against, irrespective of age, sexuality, gender, ethnicity, religion, culture or disability. We comply with all applicable employee laws and regulations in our country.

## **ENVIRONMENT POLICY:**

At Traditional Comfort, we pledge to environmental protection and strive to reduce our property's operational impact in the environment. We are aware of our activities which have a direct impact on the environment; therefore we do our best to minimize this impact through a number of initiatives by implementing sustainable practices for water saving, energy saving, waste management, single use plastic control etc.

## **HEALTH & SAFETY POLICY:**

Traditional Comfort ensures the health and safety of all in the workplace including employees, our guests and contractors, complying with all applicable health and safety laws, regulations, standards and others.

## **LOCAL COMMUNITY POLICY:**

Traditional Comfort constantly acts in a social and responsible manner towards the betterment of the local community by respecting, supporting and promoting culture, regulations and preservation of the local environment.

## **QUALITY ASSURANCE POLICY:**

We are dedicated to continuous improvement and have established quality assurance procedures that provide a way for us to measure and improve our performance by gathering and monitoring of guest feedback and taking action to improve when identified.

### **SUSTAINABLE PROCUREMENT POLICY:**

Under this policy, procurement activities will be encouraged to follow the broad policies while purchasing goods or services, taking into the consideration the use of resources, biodegradability, locality, ethical sourcing, minimize unnecessary purchasing, waste management, minimum toxicity, minimum habitat destruction, maximum water efficiency, minimum greenhouse gas emissions, minimum soil degradation, minimum packaging etc.

### **HARASSMENT POLICY:**

This policy is to make every effort to ensure that its work environment gives all staff the freedom to do their work without having to suffer harassment or bullying from any source. All employees should be aware that harassment or bullying is unacceptable behavior and is in breach of Hotels or the management policy.

#### **Under this policy, harassment includes:**

- Harassment on grounds of Gender
- Harassment on grounds of Sexual orientation
- Harassment on grounds of Disability
- Harassment on grounds Race/Ethnic Origin
- Harassment on grounds of Religion
- Harassment on grounds of Age/Marital status/ Family Status/ Member of the travelling community.
- General Harassment or Bullying

### **GRIEVANCE PROCEDURE:**

The aim of this procedure is to give an employee an opportunity to raise a grievance either informally and/or formally and to discuss this with their employer with a view to having it resolved.

These policies are made accessible to Traditional Comfort's employees through Staff Handbook, Traditional Comfort's Website or by requesting a copy from a Human Resources professional. At new hire orientation, employees will be asked to read and acknowledge both the Staff Handbook and all the Hotel's Policies. These policies are also made available for the general public including our guests and stakeholders in designated lobby area and also via website. In addition, our front desk staff is also being instructed to provide the copies of our policies, if asked by someone, in order to make it easily available for general public.