

# Dalata Hotel Group

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Diversity & Inclusion

## Scope

This policy applies to all our employees and every person is expected to conduct themselves in accordance with the fundamentals of our Diversity & Inclusion policy. Cultivating a positive, respectful, and fair place to work where diversity is respected, and inclusiveness valued.

## Introduction

Diversity is about what makes each of us unique and includes our origins, backgrounds, personality, life experiences and beliefs. It is strongly grounded in individual respect and fostering the values of building trust, cooperation and appreciation within the workplace. In an inclusive and diverse environment, everyone can contribute to optimising decision-making and team performance by reflecting, respecting and relating to our employees, customers and communities.

Inclusion is where people's differences are valued and harnessed to enable everyone to thrive at work, employees feel they are valued and that their contribution matters. That people with marginalised identities feel that they belong, so that they are able to perform to their full potential. It links very strongly to our values and behaviours and reflects our code of conduct.

Diversity is the mix of people while inclusion is about actively advocating for that mix.

Even though people have many things in common, they are also different in a variety of ways. Differences include visible and non-visible factors, for example, personal characteristics such as background, culture, personality, workstyle, accent, language and so on. It's important to recognise that there is not a 'one-size-fits all' approach to managing Our people and our customers. People have different personal needs, values and beliefs. We are committed to fairness and equality of opportunity for everyone.

## Our Statement

In Dalata we value the richness that diversity brings to our workplace for Our People and our customers. Our team members represent over 91\* different nationalities and each one of them has a unique set of personal and cultural values and identity which we respect.

Dalata embraces diversity at all levels in the organisation, we are committed to actively working for and providing an inclusive, harmonious and fair working environment with real and equal opportunities for all in which no form of intimidation or discrimination exists. One where respect for human rights is paramount.

It is our aim to be a successful organisation, fundamental to this is respecting, developing and harnessing the talents of all our employees. We commit to creating an inclusive and supportive organisation that delivers a positive experience for all in making our business innovative, creative and resilient.

\*Nationalities as of November 2020

## **Our Culture**

The Culture of Dalata is reflected in the way that we engage with customers, communities and suppliers and through our values. Feedback from employees and customers alike helps us move the Company forward while also fostering a greater sense of importance for all stakeholders.

Through our People Agenda we have many localised avenues to support open communication and feedback in our hotels and Central Office. Our employee survey, open to every employee is a feedback mechanism that gives our employee voice a platform to bring about change.

Our commitment to gender equality, diversity and inclusion is also reflected in our core values.

Our values are:

**Our People**

**Our Fairness**

**Our Service**

**Our Individuality**

## **In Dalata Hotel Group we support equality, inclusion, and diversity by:**

- Treating people equally and fairly.
- Respecting and recognising people as individuals.
- Ensuring that fairness and equality are integrated into all procedures and processes including, but not limited to, hiring, promotion, development, and remuneration.
- By removing barriers to learning and enabling individuals to fulfil their personal ambitions.
- Supporting career progression based on equal opportunity, that is based on merit, proven competence, and capacity to perform the work.
- Providing access and opportunity to training and development for each employee along with structured career development paths for each role.
- Recognising the individual needs of those we employ, represent, and educate and supporting them to develop to their full potential.
- Talent investment being inclusive and promoting the availability of a range of pipeline talent and skills for all roles.
- Our practices and working environment are flexible to support the caring needs of parents and those with other caring responsibilities.
- Periods of absence for maternity and paternity leave supported and integrated into normal career planning.
- Accessibility support for groups of people that for various reasons have limited access to the labour market, we support reasonable adaptations necessary to enable employment, development, and retention for those from marginalised groups of our society.

- Raising awareness of our own unconscious biases through training and a commitment to progressive communications, policies, advertisements, practices and procedures in terms of fairness and equality for all.
- Respecting everyone's ideas and working together to develop and support open communication and feedback mechanisms.
- Ensuring we respond quickly and responsibly to any complaints of discrimination, victimisation, intimidation, harassment, bullying or misconduct.

**As an employee I can expect to:**

- Be treated with dignity and respect. Work in an environment that actively promotes inclusion and makes me feel valued, where I can express my opinions and have the opportunity to be heard.
- Have support from my manager and colleagues.
- Have access to continuous development and new opportunities based on my personal merit and skills.
- Feel supported in times of difficulty such as bereavement, illness, physical or mental difficulties or changes in personal circumstances.
- Be protected from any form of discrimination and never to be treated less favourably or be disadvantaged in any way based on gender, gender re-assignment, age, civil status, family status, marital status, sexual orientation, disability, race, membership of a trade union, religion, membership of the traveller community.

**Grievance procedure**

If an employee feels that the company has failed to act in accordance with the commitments in this policy, the employee should bring this up with their HR department and or refer to the local grievance procedure.

