

## **Louis Hotels Sustainability Policy – version 3, 2018**

Our vision here at Louis Hotels is to offer our guests exceptional memories during their value-for-money holidays. Our motto is that:

*'A holiday is nothing but an opportunity to make someone's life better'*

We therefore embrace our responsibility for environmental stewardship and are committed to integrating sustainable practices and principles into our core business strategy with intent to reduce, minimize and manage our impact on the environment. It is extremely important that our guests are able to enjoy their holiday with a clean conscience and that they have positively impacted the environment and local community with their choices.

## **Employee Policy - version 2, 2014**

One of our core values here at Louis Hotels is 'respect for our staff'; it is therefore only normal that we draft a policy which highlights our commitment to the cause. Everyone at Louis Hotels earns a wage following local labour laws, which is payable in a correct and timely fashion at the end of each month. We offer our employees all the benefits which they are entitled to by law e.g. social insurances, time off, annual leave, correct working hours etc., as well as some additional benefits like free meals during working hours, uniforms, on the job training etc. We take the utmost care to provide a safe and healthy environment for our staff to work in and believe in the virtue of equal opportunity when it comes to promotions. We try to promote from within the Company and it is extremely rare that we resort to recruiting someone externally before considering somebody from within. Any form of sexism, racism and discrimination are not tolerated at Louis Hotels and any member of staff who may experience anything of the sort is encouraged to come forward to their supervisor. This is evident when one takes a look at our management structure; people of all ages, sex and backgrounds currently hold supervisory positions within the Company and have been with us for several years. When recruiting, nationality is never an issue provided an employee has the necessary paperwork which allows them to work in this country. Nevertheless, we try to give as many opportunities as possible to employees from the local community. This increases the possibility of the money being spent in the community, and is also an encouragement for local residents to stay within the community, rather than seeking employment outside of it.

Louis Hotels is extremely sensitive in helping younger generations with their first steps in the industry. Specifically, we make a strong effort to recruit young talents and to give them an opportunity within our hotels. It is extremely important to show our support to this part of society, especially because they have been hit heavily with unemployment in the last few years. Additionally, Louis Hotels has created strong relationships with international hospitality universities and avails several operational internships each year. We firmly believe in succession within this great industry and, as with home-grown persons, are willing to spend money, time and effort to help young professionals further their careers in the sector. These youngsters will

be the basis of our profession in the future and we have a vital role to play in the career paths they will follow. They will hopefully be the hospitality leaders of tomorrow so we consider it our duty to give them an opportunity to showcase and work on their talents. In addition to internship programs our Company offers significant Management Training opportunities to young professionals, because this is the segment which suffers most from unemployment. More specifically, we have recruited five Management Trainees this year, all of whom are under 25 years old.

All our staff are given an orientation program upon arrival and are introduced to the policies, procedures and manuals of our Company. They are given continuous feedback on the job they do and our aim is to help them further their skills and careers by training them on duties, hygiene, health & safety, the environment etc. They have the opportunity to express their ideas about the operation of the business by writing them in an Idea Box which is present back of the house. All of the above are the reason why our staff turnover is very low; most of our staff have been with us for many years and this is testament to the respect we show them. Their welfare is of prime importance to Louis Hotels and we will continue to treat them with the respect their human rights deserve. We believe in mentorship and this is management technique we employ when developing our staff.

### **Community Integration Policy - version 2, 2014**

At Louis Hotels we understand that our existence coincides with the sustainability of our local communities, hence we consider it our obligation to help them where we can. For example we have created a Travel Guide which describes the destination and we actively encourage guests to visit the vicinity of our hotels. We showcase several local products within our hotels, with the aim of creating extended interest in local businesses. Examples include:

- At breakfast we showcase an array of local products, some of which are sold also in local kiosks/supermarkets
- Once a week around the pool we teach our guests how to make local dips
- We serve a Traditional Lunch every day with authentic food from our grandmothers' recipe books
- We have a local dance show and theme evening at least once a week so that our guests can better understand our customs and culture
- We promote local drinks (alcoholic and non alcoholic) within our hotels hoping that guests will take an interest in the products themselves
- We grow our own herbs so that a proportion of the food we use can come from as close to our hotels as possible
- We allow local suppliers to visit our hotels free of charge and display their products to our guests
- We allow the local community to make use of such facilities as conference rooms, fitness center and restaurants, at a charge

By actively engaging in so many local initiatives, we hope to create an extended interest in our culture which will hopefully materialize in purchases of local products by our visitors. Such sales could take place in shops outside our hotels and there could even be an interest to visit local producers and attractions during daytrips.

Louis Hotels is also very sensitive to poverty within the local community so from this year, we

have decided that any unused linen and towels will be sent to families in need. Each hotel will be responsible for finding a local charity of their choice to deliver the linen and towels, which will then be dispersed where necessary. Each hotel is also actively involved with community environmental initiatives, and cooperates with the local community on any significant local issues.

### **Health and Safety Policy – version 3, 2016**

Louis Hotels aims to implement and maintain throughout all of its operations the highest practical health and safety standards for all its employees, guests and all other persons likely to be affected by its operations and activities, in accordance with all relevant legal requirements and guidance.

At Louis Hotels we work hard to offer a relaxed and safe environment. Safety considerations are a part of our daily work.

Our statement of general policy is:

- To maintain health and safety working conditions.
- To investigate all accidents to prevent recurrences.
- To carry out preventive maintenance of our buildings and equipment for continuous safe environment.
- To ensure all employees are fully trained to do their tasks and given all appropriate information, training and supervision so they can undertake such tasks in a safe manner.
- To ensure all our employees are trained for basic Health & Safety at work place and trainings are repeated every year.
- To comply with all applicable legislation and other requirements in this field.

This policy will be regularly reviewed or as and when new legislation and or guidance dictates it is otherwise necessary. Where required from the above, updates will be made

### **Non-discrimination charter – version 3, 2016**

Louis Hotels does not discriminate against any employee, guest or supplier on the basis of race, color, cultural heritage, national origin, religion, age, sex, sexual orientation, marital status, political affiliation, source of income or any other status protected under local or national law. This policy applies to all decisions, terms and conditions of employment, suppliers contracts and provision of services. Louis Hotels does not tolerate harassment on any grounds against any human being. Respect for each individual is the guiding principle for all our decisions and actions.

### **Purchasing policy – version 3, 2016**

Louis Hotels aims to provide its guests with high quality products and services. To do so, we purchase products and services from various suppliers. In applying our purchasing policy, we pursue this high quality by following seven guidelines:

## Environmental Management

Here at Louis Hotels, we are of the belief that CONSUMPTION is at the heart of every environmental challenge which our planet is currently facing. We are talking about consumption of electricity, fuel, water and food, to name but a few elements. From 2016, Louis Hotels is therefore embarking on an ambitious waste mapping project in order to understand where its food and beverage operations are creating unnecessary waste.

We are a predominantly all-inclusive Company and recognize that most of our waste comes from food and beverage operations. As such, we have created a tool to measure and map waste from these departments on a monthly basis (this is our LH-06-003-2016 Louis Hotels Energy and Waste Management Tool). In addition to food waste, this tool also gives us the possibility to measure consumption of several forms of energy as well.

Depending on the results obtained from using this tool, we hope to be able to alter our operating standards accordingly, as early as 2017.

### Energy

- Energy consumption must be measured daily, weekly and monthly and must be done for electricity, gas and petrol
- Consumption must be calculated in KWh per room night by using the attached spreadsheet
- Consumption must be comparable to consumption of previous years
- Louis Hotels has targeted a reduction in electricity consumption of 3% compared to last year
- Louis Hotels has targeted a reduction in gas consumption of 3% compared to last year
- Louis Hotels has targeted a reduction in petrol consumption of 3% compared to last year
- An effort must be made to determine the exact sources of energy consumption e.g. lighting, equipment etc

### Water

- Water consumption must be measured daily, weekly and monthly
- Consumption must be calculated in litres per room night by using the attached spreadsheet
- Consumption must be comparable to consumption of previous years
- Louis Hotels has targeted a reduction in water consumption of 3% compared to last year

### Solid waste

- Solid waste must be separated into recyclable/non-recyclable according to local authority guidance (e.g. glass, paper, cardboard, plastic, metal, production food waste, scrapings food waste, buffet return waste, expired food waste)
- Each of the above must be measured daily, weekly and monthly
- Consumption must be calculated in kg per room night by using the attached spreadsheet
- Consumption must be comparable to consumption of previous years
- Louis Hotels has targeted a reduction in solid waste of 3% compared to last year

*Linen, cleaning and supplies*

- Consumption must be measured monthly
- Consumption must be calculated in kg per room night by using the attached spreadsheet
- Consumption must be comparable to consumption of previous years
- *Louis Hotels has targeted a reduction in consumption of 5%* compared to last year