

Child Protection Policy

A child is defined by the Convention on the Rights of the Child (CRC) as “Every human being below the age of 18 years unless under the law applicable under the child majority is attained earlier” (WHO).

Child abuse is defined as constituting all forms of physical and/ or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

Royal Palms Beach Hotel as a responsible hospitality entity, our golden aim is to deny all sorts of child labor and generate awareness of child abuse in the industry, our policy is to make it zero at all times and adhere to the legal framework that relates to child abuse & child labor. Our Hotel is committed to safeguarding children and will always report any suspected instances of child exploitation or abuse.

Royal Palms Beach Hotel Energy Policy

We believe Energy is the key source of our day-to-day activities. Globally energy production will have an adverse impact on global warming and climate change.

We at Royal Palms Beach Hotel believe conservation of Energy is the key survival of our future generation. Hence we take all precautions measures to ensure energy is used effectively on our day to day activities. We always believe our future depends on focusing more on renewable energy than non-renewable Energy.

We will take every measure to make our staff, guests, visitors and Stakeholders understand the importance of Energy conservation.

Our Environmental Policy

ISO 14001:2015

We at Royal Palm is not just a hospitality service provider but a team of dedicated individuals who has a passion of contributing positively to our mother Earth and protect it for our future generations. We always strive to mitigate negative impacts created due to our operations and positively participate in developing environmentally friendly practices within and outside our premises. We dedicate to create awareness among our staff, guests and visitors while meeting statutory, regulatory and other requirements all the time and continually improve our good environmental practices. Consider the wider global impact of all our activities including those of our supplier's customers and other stakeholders.

Educate, train and motivate employees to carry out tasks in an environmentally responsible manner and ensure that a continuous professional development strategy remains core to our business goals. Encourage environmental protection among suppliers and subcontractors. To investigate the feasibility of influencing its suppliers, customers and third parties with consideration to life cycle impacts of their aspects and activities. Committed to protect and enhance biodiversity and ecology. Also, we are combatting climate change by implementing actions that reduce our greenhouse gas emissions.

Our Health & Safety Policy

ISO 45001:2018

We consider our staff, guests, and visitors to be our most important stakeholders, as they patronize our products and services. We believe that providing the safest environment for all of them is our most important responsibility. Therefore, we take every step to reduce and eliminate risks to ensure safety at all times.

We strongly believe that our success and future depend on maintaining the health and safety of our stakeholders while upholding quality service standards for all. We continually improve our health and safety standards in accordance with regulatory legal requirements and other standards. Additionally, we continuously educate all stakeholders in every possible way and at every opportunity.

Our Food Safety Policy

ISO 22000:2018

We strongly believe that serving safe food is not an option, but a moral and legal obligation towards our guests and staff. The quality they experience at Royal Palms is the result of that belief.

We achieve this by implementing and continually improving an effective Food Safety Management System, staff training, and infrastructure development of our facilities in line with HACCP/ISO 22000 principles.

Corporate Social Responsibility Policy

We recognize and strive to integrate our business values and operations to meet the expectations of our communities, acknowledging our responsibility to collaborate with the communities in which we operate. We acknowledge our business's presence in the community and seek to enhance it for the betterment of the community, safeguarding their respect and offering our maximum support to uplift their living standards, cultures, and religious practices. This will be achieved by actively engaging in open dialogue to ensure that we fulfil the requirements outlined within this policy.

We commit to transparency and honesty in communicating our strategies, targets, performance, and governance to our communities, demonstrating our continual dedication to sustainable development. Royal Palms Beach Hotel is responsible for implementing this policy and will allocate the necessary resources to fulfil our corporate responsibilities. The accountability for our performance on this policy lies with all employees throughout the company.

We are dedicated to ensuring that our operations do not adversely affect our community and continuously seek ways to ensure that local residents benefit from our presence.

Environmentally and Social Sensitive Purchasing Policy

Royal Palms Beach Hotel will make every effort to minimize our operational impact on the environment by purchasing eco-friendly products, partnering with like-minded vendors, and making sound eco-operation decisions while providing the highest level of service to our guests.

Our mission is to recognize that exploring all purchasing options to be environmentally and sustainably appropriate is essential. It is understood that products purchased have environmental impacts, and the Hotel should make procurement decisions that embody the Hotel's ongoing commitment to promote environmental stewardship and sustainability.

All future procurement decisions by the Hotel will embody the hotel's ongoing commitment to promote environmental stewardship and sustainability. These decisions will follow local government legal frameworks to ensure no impact on the economic efficiency of the property.

We will work closely with local communities, promoting the procurement of local products and services whenever possible. We will educate all our stakeholders on environmentally and socially sensitive purchasing, its legal framework, and its importance.

Our objective is to reduce impacts on the environment and human health by changing purchasing behaviour through adopting a Green Procurement Policy.

Royal Palms Beach Hotel Quality Assurance Policy

Royal Palms Beach Hotel is committed to maintaining high standards and quality for guests, staff, and stakeholders. We actively seek feedback from both guests and staff to continually improve our operations.

Guest feedback is gathered through platforms like TripAdvisor and Holiday Check, as well as guest comment books. We ensure equal treatment for locals and foreigners and address any special guest needs promptly. Guest inquiries and recommendations are discussed during morning meetings with management.

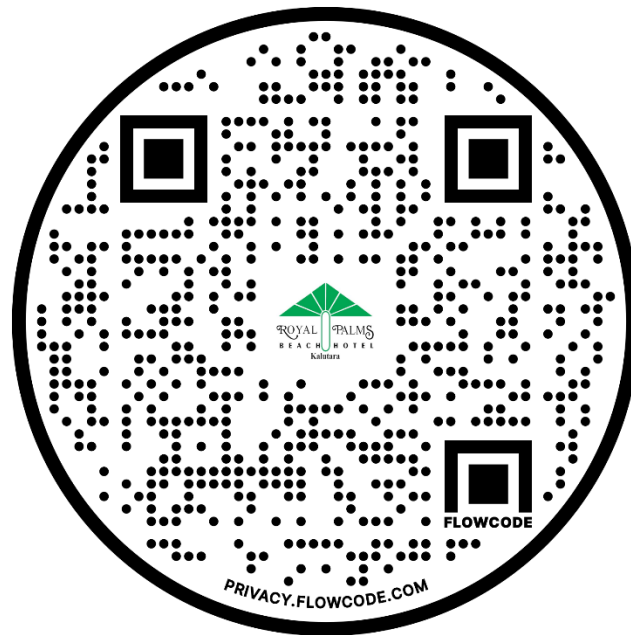
Additionally, staff are trained annually on handling guest complaints. Staff feedback is collected through an employee suggestions box, allowing for anonymous submissions. The Human Resources department investigates feedback and collaborates with relevant departments to implement changes, which are communicated to staff at monthly meetings.

At Royal Palms Beach Hotel, we prioritize the welfare of our staff. We are dedicated to fair treatment and compliance with labor laws.

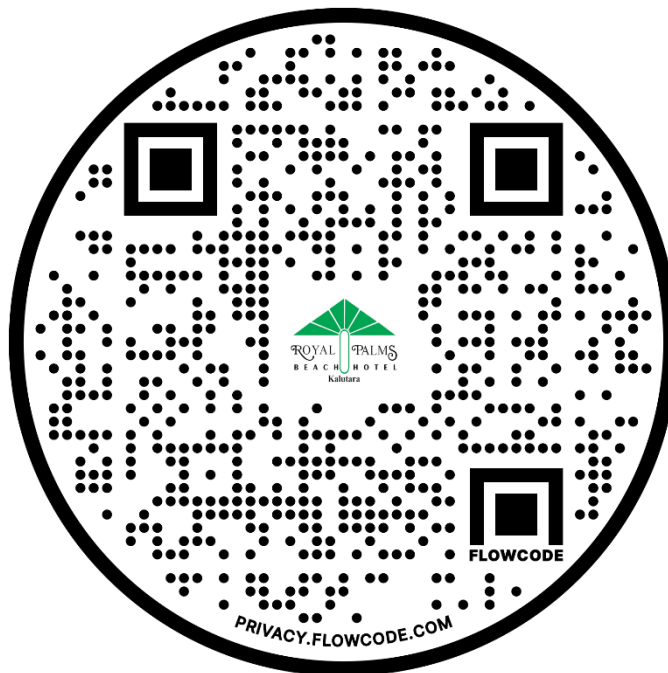
The hotel will not tolerate any form of exploitation, harassment, abuse, or discrimination based on a person's nationality, gender, ethnicity, or beliefs.

We adhere strictly to our Disciplinary Procedure, Anti-Discrimination Policy, Child Labor Policy, and Employee Age Policy.

Our Staff Hand Book



Our Annual Reports & Sustainability Reports



Disciplinary Procedure

Royal Palms Beach Hotel believes that employee discipline a must for well-being of the hotel as well as each employee. The hotel always encourages self-discipline, which is the ability of an employee to control himself/herself and make himself/herself behave in the desired way without needing anyone else to tell himself/herself on to behave.

Employees Age Policy

The objective of the policy is to set the recruitment and the retirement age for employees according to Sri Lankan private sector norms. The guideline on re-employment of retirees and token of appreciation is under the discretion of organization

Royal Palms Beach Hotel.

Anti-Discrimination Policy

Royal Palms Beach Hotel PLC is committed to promoting equal employment opportunities and a workplace that is free of all forms of discrimination and harassment.

Equal opportunity means that all staff experience fairness, impartiality and equal access to all career initiatives in the hotel. Commitment to equal opportunity promotes an inclusive work environment that values and accepts the diverse cultural and social backgrounds of its staff.

Anti-Discrimination (Act No 45 of 1971) & Anti-Harassment (Act no 22 of 1995) Policy is underpinned by a set of values and key guiding principles in the

building of a community of all employees in the hotel environment.

Child Labor Policy

We maintain a policy that requires all recruited candidates to submit age verification documents such as a birth certificate or national identity card. In instances where candidates are unable to provide these documents, photocopies of their passport or driver's license may be accepted. It is strictly adhered to that no candidate would be hired unless they have reached the stipulated age. If an employee produces incorrect age verification documents, we will ensure that they undergo a medical checkup. Based on the results of the medical checkup, management will decide whether to continue the individual's employment with Royal Palms Beach Hotel PLC or not.