



Tangerine Beach Hotels PLC

Reg. no. PQ 162

Kalutara, Sri Lanka.

Telephone : 034 2237295 / 2237983 / 2237982 Fax : 034 2237794

E-mail: reservations@tangerine.lk

Web Site: www.tangerinehotels.com

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.

Tangerine 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.

Approved by:

Lakal Jayasinghe

Director General Manger

01.04.2025



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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 Tangerine 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.

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Environmental Policy ISO 14001:2015

We at Tangerine Beach Hotel 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.

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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.

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Director General Manager

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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 Tangerine Beach Hotel 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.

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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. Tangerine 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.

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Environmentally and Social Sensitive Purchasing Policy

Tangerine Beach Hotel will make every effort to minimize our operational impact on the environment and to reduce Green House Gas Emission 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 behavior through adopting a Green Procurement Policy.

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Tangerine Beach Hotel Quality Assurance Policy

Tangerine 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 open door policy, allowing for effective grievance handling procedures. The Human Resources department investigates feedback and collaborates with relevant departments to implement changes, which are communicated to staff at monthly meetings.

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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 Tangerine Beach Hotel PLC.

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Director General Manager

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Anti-Discrimination Policy

Tangerine 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.

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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 Tangerine Beach Hotel PLC or not.

Approved by:

Lakal Jayasinghe

Director General Manger

01.04.2025

Disciplinary Procedure

This policy outlines the procedure for handling employee misconduct and breaches of Tangerine Beach Hotel standards. Its purpose is to ensure a fair, transparent, and consistent approach to disciplinary actions, aiming to correct behavior and maintain a respectful and productive work environment.

Misconduct

Misconduct is classified into two categories: Minor and Major. The severity of the offense dictates the appropriate disciplinary response.

Minor Misconduct

Minor misconduct includes, but is not limited to:

- Absenteeism
- Tardiness
- Poor work effort
- Extended meal breaks
- Product complaints

Major Misconduct

Major misconduct includes, but is not limited to:

- Reporting to duty under the influence of alcohol or other recreational drugs
- Insubordination
- Damages to people and equipment
- Willful or excessive wastage
- Fraud
- Theft
- Unauthorized absence
- Serious neglect of safety or security rules
- Fighting
- Using foul language
- Misleading subordinate staff



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Disciplinary Procedure

The disciplinary process is initiated when a breach of standards or an act of misconduct is witnessed or reported.

1. **HOD Action:** The Head of Department (HOD) discusses the issue with the employee and sends a report Human Resources (HR).
2. **Preliminary Inquiry:** The Human Resources Manager (HRM) conducts a preliminary inquiry with the employee and the HOD.
3. **HRM Decision:** The HRM decides on the disciplinary action based on the discussion and the employee's disciplinary record.
4. **Employee Response:**
 - If the employee accepts the HRM's decision, the process concludes.
 - If the employee is not satisfied, a preliminary inquiry is conducted. If a case is established and the employee is still not satisfied, they are issued a "**show cause**" letter, which requires a written explanation for their defense.
5. **Domestic Inquiry:** If the explanation is unsatisfactory, a **domestic inquiry** is held.
6. **Final Notification:** The findings of the inquiry and the resulting penalty are formally communicated to the employee.

Punishments

The following disciplinary actions may be taken, depending on the severity of the misconduct:

- Warning
- Transfer
- Fine
- Suspension without pay
- Deferment of an increment
- Demotion in grade
- Withholding promotions
- Dismissal

Approved by:

Lakal Jayasinghe

Director General Manger

01.04.202

Human Rights Policy

Tangerine Beach Hotel PLC acknowledges and respects the principles contained in the Universal Declaration of Human Rights and The International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work. Our Human Rights Policy reflects the Company's commitment to conduct its business in a manner consistent with these principles and to protect human rights in all spheres.

The principles governed under this policy are as follows:

1. Non-Discrimination and Equality

We provide equal opportunity and fair treatment to all, taking a stand against discrimination based on race, colour, gender, religion, creed, age, social and civil status, family origin, physical or mental disability, sexual orientation or any other characteristic protected by law in our hiring and employment practices.

2. Labour and Human Rights

2.1. Zero Tolerance on Abuse and Exploitation

Our hotel maintains a zero-tolerance policy against abuse and exploitation. We train our employees to identify and report labour exploitation, abuse, or human trafficking. We partner with ethical suppliers and promptly report suspected incidents to authorities.

2.2. Protection of the Rights of the Child

Tangerine Beach Hotel PLC condemns child exploitation, prohibits child labor, and actively works to eliminate it. We raise awareness about such exploitation and cooperate with law enforcement to address any instances.



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3. Fair Wages and Compensation

All wages are paid regularly, on time, based on the experience, qualifications, and performance of the associate. All associates are compensated according to the labour laws and statutory regulations of the country and paid at least the statutory minimum wage or the prevailing industry wage. All overtime work carried out by associates is voluntary and compensated in accordance with the law.

4. No Harsh or Degrading Treatment/ Harassment

Every associate is treated with respect and dignity. No associate is subjected to physical, sexual, psychological, or verbal harassment or abuse during their employment with the company. Under no circumstances do we accept humiliation or corporal punishment by our suppliers, their subcontractors or other business partners.

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Director General Manager

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