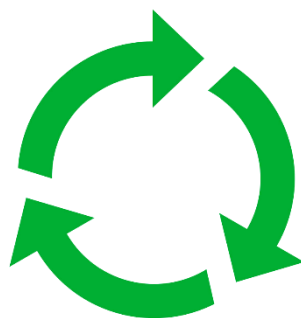




SUSTAINABILITY POLICIES

2023-2024



Hotel Shambala Environmental Policy

We at Hotel Shambala believe that the climate change is the single biggest threat to human life not only the Himalayan region but the entire planet. The fragile Himalayan region is more vulnerable as it is home to the source of countless rivers and a source of livelihood for many that live long these water sources. As responsible and ethical global citizens it is our responsibility to not just minimize the negative impact on the environment but also to help in creating a positive impact to the lives and business we touch. We plan to do this by keeping in mind or sustainable goals in everything thing that we do.

Our goals

- Completely stop the use of single use plastic from our hotel rooms by the end of July 2024.
- Start using only glass water bottles for our rooms, conferences and preferred source of drinking water by end of July 2024.
- Consistently measure water use, reduce wastage and re-use water when possible to reduce overall water usage.
- Implement a Towel and Linen re-use policy to encourage our guests to reuse linens to reduce water, chemicals and electricity.
- Train our staff and ensure all waste is measured and sorted and properly disposed of.
- Consistently measure electricity consumption from different outlets, investigate sources of electricity consumption and find ways to reduce them.
- Implement effective energy usage policies to reduce energy usage. Switch of policies, timed switches.
- Prepare and promote dishes made with locally sourced ingredients to reduce the carbon footprint of getting those ingredients. Also in the process support the local economy.
- Supporting local business that is directly linked to us benefits us from reducing the carbon footprints by reducing the length of travel and carbon emission.
- Maintain a safety check on the chemical stored in the premises and provide training for proper handling of the hazardous chemicals.
- Regular trainings of all our staff to ensure our policies and SOPs are understood and followed.

Our goal is to lead the way sustainably in tourism in Nepal and inspire others to do the same.



Tseten Tsatultsang

CEO

15 October, 2023

Hotel Shambala Labour and Human Rights Policy

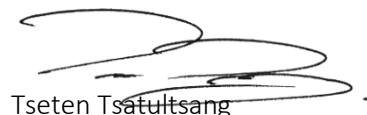
People First: People always come first as a priority in everything we do. People include our guest and our staff. Their happiness is at the core of why we do, what we do. That is one Hotel Shambala's core values entrusted throughout the organization.

We believe that we have our responsibility to manage our business in a manner consistent with the protection of the human rights irrespective of their race, gender, caste religion and gender while practicing zero tolerance policy for any form of discrimination. We believe the strength of Hotel Shambala comes from the people within it. For our staff to excel we believe we need an environment that is safe, fair, and empowering.

We plan to achieve our objectives by through the following:

- A commitment to equal opportunity and zero tolerance on discrimination and harassment in the work place.
- Having a fair and transparent recruitment, employment policy which is unbiased on individual's caste, creed and gender.
- Drafting and implementing training modules and generating awareness amongst the member of the staff on labour standards and human rights related sectors.
- We respect the freedom to form and join labor union in a collective support of their mutual interest without a fear of repercussion.
- The Health and safety of our associates is the significance of our organizational structure thus the compliance of the associate law and regulation and policy must be in place herby addressing identified risk to an individual's health.
- Forced labour, child labour or any form or labour deemed unsanctioned and unconditional and marked as illegal by law and any sort of physical punishment or abuse to the member of the staff is prohibited by the company's code of conduct.
- We ensure the full compliance of the current labour law drafted by the constitution of Nepal under Labour law act which states applicable wages, work hours, overtime and other benefits sanctioned by the government and the company itself.
- An employee feedback collection post has been kept at our staff engagement area from where the suggestions for improvement of their wellbeing in the work place are surveyed for.
- Disciplinary procedures according to its sheer nature of the incident with fair and transparent panel of investigators are formed to regulate the proceeding for final verdict.
- We ensure that the employment agencies we work with have a clear breakdown of wages and benefits availed to the employee and that they comply with Labour laws.

The above directive is set forth in the policy whereby the implementation and acknowledgement is communicated in both written verbally by the HR manager.



Tseten Tsatultsang

CEO

15 Oct 2023

Hotel Shambala Community Engagement Policy

Since the start of our venture Shambala has always been linked within the community in one way or the other as without community support we cannot sustain as it is always the integral part within us. Thus, Shambala has always been engaged in the periphery geared towards supporting in every aspect whether it's a charitable occasion or uplifting or supporting the local businesses in any form which will always positively impact the socio and economic aspects within the community.

Our Goals

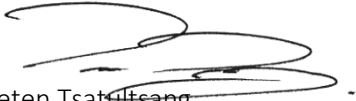
- We always support the local initiatives and empowerment of the local community irrespective of their caste, race and religion.
- We respect our local culture, tradition and always engage in safe guarding the values attached with it.
- Our vision and mission are always guided to ensure that the local people are not subjected to discrimination, either as individuals or communities, race and gender for recruitment and employment.
- Support the local community by choosing to purchase Made in NEPAL products in the quality meet the minimum standards for Hotel Shambala.
- Support local community by identifying charities in need of such support and find ways to support them.

What we do to achieve our goals

- We always encourage our guests to go on local excursion and explore the rich history that beholds within and promote about their local custom and tradition and as well that they offer.
- We Shambala have always been supporting our local community for its cause or any charity organized by the local community thus we have been supporting an institution called **FRIENDS OF PARENTS OF CHILDREN WITH AUTISM (FPCA)** which was founded to provide services to people/children with Autism.
- We provide our guests with information and ways to socially integrate to avoid any breach of code of conduct within the community.
- Preferences on employment, procurement, recruitment and vendors listing or sub-contracting are always done at the local level of the community.
- We have been donating our linen, carpets and other amenities to local orphanages whenever we deem it is necessary.
- We do not discriminate on the basis of race, culture, gender or background to any nonresident guests or locals whether they are provided with the accommodation or they are using the facility and are treated fairly.
- We will never obstruct the right to access to public areas other than the restricted zones to all the members of the public and Shambala will never obstruct the access of the basic essentials that the local community relies on.

We Shambala are always committed to the community engagement policy which are always been communicated and practiced to all the levels of the organization that are responsible and answerable for the effective and successful implementation of the policy in every level.

This policy is communicated through our website and staff handbook.



Tseten Tsatultsang

CEO

15 Oct 2023

Hotel Shambala Quality Assurance Policy

Our Commitment

Hotel Shambala believes that the key to being successful business is to have a clear open communication between all members for the Hotel Shambala. Receiving honest and critical feedback from guests and staff alike is crucial in understanding how the hotel is performing and how to perform even better. Feedback from our staff and guests is regularly considered to provide new and improved services to our guests.

Guest Feedback

We have certain implementation for the quality assurance policy to ensure that the services are always streamlined.

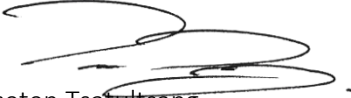
- We collect guest feedback through multiple sources. Firstly, through our frontline staff who are continuously check in on guests requests and satisfaction. Secondly, at the end of the stay or visit we request feedback from guests through comments cards as well as TripAdvisor or google reviews. We also place TripAdvisor review request signs in the front office for easy access to the review forms. Feedback forms are also available in-rooms or along with your bill at payment.
- Guest feedback is shared and reviewed weekly meetings and any critical feedback is discussed in detail. Positive feedback is applauded and further shared with the rest of the departmental teams.
- Our rankings on OTA's are reviews regularly and tracked against previous periods.
- Any feedback that is considered critical is taken into account to be addressed in our strategy meetings for a long term solution.
- Major guest's complaints are recorded through an incident report and submitted to higher management for escalation and resolution. SOPs and policies are created, revised or reviewed to ensure such issues are not repeated.

Staff Feedback

The Hotel Shambala management team collects feedback from staff from multiple ways to ensure that staff issues and challenges are addressed.

- A suggestion box has been placed at the staff cafeteria with a visible signage encouraging staff to place their feedback anonymously.
- Staff appraisals held with HODs and HR managers are conducted twice a year. This is an opportunity for staff to provide one-on-one feedback and also receive one-on-one feedback.
- Feedback from staff is also obtained from staff during training workshops where trainers encourage feedback from staff about challenges and issues in their departments and the company as a whole.

- All feedback received from different sources is considered to determine priorities for trainings or further investment in the company.
- All the members of the staff are notified and trained when new initiatives are implemented to address these challenges and issues.



Tseten Tsatultsang

CEO, 15 Oct 2023

Health and Safety Policy

Hotel Shambala is committed to providing a safe and healthy environment for our guests, employees, and visitors. We recognize the importance of health and safety in our operations and are dedicated to preventing accidents, injuries, and illnesses. This Health and Safety Policy outlines our commitment to achieving and maintaining high standards of health and safety within our hotel.

Our responsibilities include the following:

Employees:

- All employees are responsible for their safety and the safety of others.
- Employees are encouraged to report any unsafe conditions, incidents, or near misses to their supervisor promptly.
- Employees must follow established safety procedures and use personal protective equipment (PPE) when required.
- Training will be provided to ensure employees are competent in performing their duties safely.

Guests:

Hotel Shambala values the safety and well-being of our guests and encourages them to follow any posted safety instructions.

- In the event of an emergency, guests should familiarize themselves with exit routes and assembly points.

Contractors and Suppliers:

- Contractors and suppliers working on our premises must comply with our health and safety policies and procedures.
- Hotel Shambala will assess the safety records of contractors before they commence work on our property.

Health and Safety Procedures:

1. Risk Assessment:

Regular risk assessments will be conducted to identify potential hazards and implement measures to mitigate them.

2. Fire Safety:

- Fire safety equipment, including fire extinguishers and alarms, will be regularly inspected and maintained.
- Fire evacuation plans and procedures will be communicated to all employees and guests.

3. Emergency Response:

- An emergency response team will be established and trained to respond effectively to emergencies.
 - Emergency contact information will be readily available to all staff.
4. First Aid:
- Adequate first aid supplies and trained first aiders will be available on-site.
5. Health and Hygiene:
- Hotel Shambala will maintain high standards of cleanliness and hygiene in all areas of the hotel.
 - Sanitation protocols will be implemented in accordance with local health regulations.
6. Training:
- Regular health and safety training will be provided to all employees.
 - Training records will be maintained.
7. Reporting:
- All incidents, accidents, near misses, and safety concerns should be reported immediately to a supervisor.

Review and Improvement:

Hotel Shambala is committed to continuously improving its health and safety performance. This policy will be reviewed and updated as necessary to reflect changes in regulations, best practices, and our operational needs.



Tseten Tsatultsang

CEO

15 Oct 2023



HOTEL
SHAMBALA
KATHMANDU

HOTEL SHAMBALA
Bansbari Rd, Maharajgunj, Kathmandu NEPAL
TEL: +977 1 465 0251
EMAIL: info@shambalahotel.com

www.shambalahotel.com