



## **POSITIVE WORK ENVIRONMENT POLICY**

### **OVERVIEW OF THE POSITIVE WORK ENVIRONMENT POLICY**

The Leela is committed to maintaining an environment that is safe and respectful; our shared success depends on it. Accordingly, we do not tolerate workplace discrimination, violence or harassment.

All employees have a duty to ensure a safe and respectful workplace environment where high value is placed on integrity, fairness and respect. In order to achieve this goal, The Leela has established this Positive Work Environment Policy which relies on everyone in our workplace not only to refrain from these behaviors, but also to identify and report workplace discrimination, violence and harassment as it occurs.

If you experience or become aware of what you believe to be discrimination, violence or harassment in the workplace, as defined in this Policy, you are expected to report it either to your supervisor, human resources, or to The Leela's reporting hotline. If you or someone you know at The Leela is in immediate danger of serious bodily harm, first call local law enforcement authorities and then report the incident following the process explained herein.

Complaints of workplace discrimination, violence or harassment will be taken seriously. If you are found to be discriminating against, acting or threatening to act violently towards, or harassing any individual at The Leela, or if you knowingly condone the discrimination of, violence towards, or harassment of another individual at The Leela, you will face corrective action up to or including termination without notice and for cause.

A culture of reporting, when it comes to workplace discrimination, violence and harassment is essential for us as a company to maintain a safe and respectful workplace. While we reserve the right to take corrective action if you knowingly make a false accusation about an innocent party, you will not face retaliation for making a good faith report or assisting in the investigation of a complaint.

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## COMMITMENT TO A POSITIVE WORK ENVIRONMENT

Integrity, fairness and respect are hallmarks of our culture, and we are committed to a positive, open and inclusive work environment free from discrimination, violence and harassment. Each of us has a personal responsibility to our colleagues and to The Leela to take an active role in achieving a safe and respectful work environment.

### SCOPE OF THE POLICY

This Positive Work Environment Policy (this “Policy”) applies to all employees and temporary workers (collectively, “you” or “Employees”) of The Leela Palaces Hotels & Resorts<sup>1</sup>, (collectively, “The Leela” “we”, “us,” “our,” or the “Company”).

All Employees are required to comply with the personal behavior and positive work environment requirements set out in the Company’s Code of Business Conduct and Ethics. This Policy supplements and expands on those provisions and is intended to raise awareness of our approach to fostering a positive work environment among Employees. You must also comply with applicable law, rules and regulations governing the subject matter of this policy. In the event that a local law, rule or regulation (collectively, “Local Laws”) in which we conduct business is more restrictive than this policy, or where this Policy is inconsistent with Local Laws, the Local Laws will apply.

This Policy reflects the standards that The Leela expects its business associates, partners, agents, contractors, third-party service providers and consultants (collectively, “Third Parties”) to adhere to when interacting with The Leela and its Employees.

For the purposes of this Policy, a “business associate,” “partner,” “agent,” “contractor,” “third party service provider” or “consultant” means an individual or entity, including a subcontractor that provides and receives payments for services or goods related to any aspect of our business.

For the purposes of this Policy, “Work Environment” or “Workplace” means The Leela’s places of business and business-related electronic communications, and outside The Leela’s places of business when conducting business (for example, all places where Employees perform their duties (including but not limited to Company buildings and Company grounds), Company-sponsored functions, recreational or social events, and travel, or Company business over the telephone and internet/intranet or any other form of communication).

### NO TOLERANCE FOR WORKPLACE DISCRIMINATION, VIOLENCE AND HARASSMENT

The Leela strictly prohibits Workplace Discrimination, Violence and Harassment (as defined below). This Policy outlines our commitment to providing a Workplace free of Discrimination, Violence and Harassment and summarizes the responsibilities of Employees to understand: (i) what constitutes Workplace Discrimination, Violence and Harassment, respectively; (ii) their obligations to maintain an environment where these behaviors are not tolerated; and (iii) how to report incidents following proper procedures. If you contravene this Policy, you will face corrective action up to and including the termination of your employment with The Leela.

### DEFINITIONS OF WORKPLACE DISCRIMINATION, VIOLENCE AND HARASSMENT

**Workplace Discrimination** means the differential treatment of an individual or group, such as the denial of an opportunity, based on any characteristic protected by applicable law, including, without limitation:

- Race
- Color
- Sex, gender (including pregnancy) or gender identity
- Marital status
- National origin

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<sup>1</sup> The Leela Palaces Hotels & Resorts – Means and includes Schloss Group of Hotels (owned properties), and The Leela managed and franchised hotels / properties including the Corporate and Regional sales offices.

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- Religion
  - Age
  - Physical or mental disability
  - Sexual orientation

In some circumstances, Discrimination may be unintentional. Regardless of intent, such conduct is not acceptable, violates this Policy and may also constitute a violation of applicable law.

**Workplace Violence** means an action (oral, written or physical) which causes, is intended to cause, is capable of causing, or could reasonably be interpreted as a threat to cause death or bodily injury to oneself or others, or property damage. Workplace Violence includes, but is not limited to, the following behaviors:

- The use of physical force against or by a person that causes or could cause physical injury, including physical acts such as punching, hitting, kicking, pushing, damaging property or throwing objects;
- The attempted use of physical force against or by a person that could have caused physical injury; and
- An action, statement or behavior (or series of actions, statements or behaviors) reasonably believed to be a threat of physical harm or a threat to safety or security in the Workplace. This can include:
  - Bringing or threatening to bring a weapon of any kind into the Workplace.
  - The potential for domestic violence to have an impact on the Workplace<sup>2</sup>.

**Workplace Harassment** means conduct which a reasonable person ought to know is unwelcome and includes conduct (e.g., comments and actions) which would be perceived by a reasonable person as being hostile, humiliating or abusive or cause him/her torment. Harassment covers a wide range of conduct, and includes Sexual Harassment, Bullying and Psychological Harassment (as defined below). It may be targeted at a person or group of people because of a personal dislike or personality conflict, and not solely because of race, religion, color, sexual orientation, or any other prohibited grounds.

Workplace Harassment may be expressed through offensive oral, written or physical conduct that singles out a person to the detriment or objection of that person. Workplace Harassment includes Sexual Harassment, bullying, teasing, offensive jokes, innuendos, displaying or circulating offensive pictures or materials, offensive or intimidating conversations, making fun of or defaming a member of a particular religion, race, gender, etc. or similar forms of behavior.

Workplace Harassment does not include reasonable actions taken by the Company relating to the management and direction of Employees or the Workplace. Indeed, Workplace Harassment is not to be confused with the normal exercise of the Company's rights with respect to its Employees, in particular its right to assign tasks, do a follow-up and/or monitor the work of an Employee whose output is unsatisfactory, conduct performance reviews and appraisals, reprimand or impose disciplinary sanctions, and/or investigate alleged misconduct. Insofar as the Company does not exercise these rights in an arbitrary, abusive or discriminatory manner, or outside the normal conditions of employment, the Company's actions and those of its Employees do not constitute Workplace Harassment. Workplace Harassment does not include differences of opinion or minor disagreements between co-workers.

In some circumstances, Workplace Harassment may be unintentional. Regardless of intent, such conduct is not acceptable, violates this Policy and may also constitute a violation of applicable law.

For clarity, the following are three specific types of Workplace Harassment included under this Policy:

**i) Sexual Harassment**

Sexual Harassment is unwelcome sexual behavior (physical, spoken or written) which could reasonably be expected to make a person feel offended, humiliated, or intimidated and includes:

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<sup>2</sup> Domestic violence is an act of violence committed against an individual by that individual's spouse or family member. If you become aware that domestic violence may occur in the Workplace, you must report your concern using this Policy

- engaging in a course of hostile, humiliating or abusive behavior against a person in the Workplace because of sex, sexual orientation, gender identity or gender expression; or
- making a sexual solicitation of or advance toward an Employee where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to such Employee and the person making the solicitation or advance knows or ought reasonably to have known that the solicitation or advance is unwelcome.

Sexual Harassment, by definition, is coercive and one-sided, and persons of any gender can be victims of it.

For more details, refer to Company's Sexual Harassment at Workplace Policy

### ***ii) Psychological Harassment***

Psychological Harassment includes hostile, humiliating or abusive behavior that manifests itself in the form of conduct, verbal comments, actions or gestures characterized by the following four criteria:

- Repetitive;
- Hostile or unwanted;
- Affects the person's dignity or psychological integrity; and
- Results in a harmful work environment.

Psychological Harassment may come from a superior, colleague, a group of colleagues, a client or a supplier. A single serious incident of such behavior may also constitute Psychological Harassment if it undermines the person's dignity or psychological or physical integrity and if it has a lasting harmful effect.

### ***iii) Bullying***

Bullying includes repeated, malicious, severe or pervasive oral, written or physical mistreatment that a reasonable person would consider offensive, degrading or humiliating to one or more individual(s) in the Workplace. A bully need not be in a position of authority and, unlike Discrimination, the Bullying conduct need not relate to the targeted individual's status as a member of a legally protected group. Bullying is characterized by wilfully targeting another person or persons and socially degrading the person(s), or engaging in similar behavior, that causes or reasonably ought to have been expected to cause another person(s) to develop deep seated fears and/or adverse health effects that would affect a reasonable person's ability to function normally.

Bullying may include, by way of example:

- Physical or psychological threats;
- Exclusion or social isolation, or the encouragement of others to turn against the targeted person;
- Unreasonable interference with a person's ability to do his or her work; or
- Personal attacks.

## **EMPLOYEE, SUPERVISOR AND SENIOR MANAGEMENT RESPONSIBILITIES**

### ***Employee Responsibilities***

- Understand and comply with this Policy;
- Behave in a manner consistent with creating a positive Work Environment and maintain positive interactions at work;
- Report incidents of Workplace Discrimination, Violence or Harassment experienced directly or witnessed;
- Immediately report any violent or potentially violent incident as outlined in this Policy<sup>3</sup>;
- Participate and cooperate in any investigations of Workplace Discrimination, Violence or Harassment if, and to the extent required, by the circumstances of the investigation; and
- Understand and follow organizational procedures to prevent Discrimination, Violence and Harassment, including addressing it as soon as you are aware.

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<sup>3</sup> In the event of an extreme or imminent threat of physical harm to themselves or any person, you should contact law enforcement (e.g., Police) using emergency procedures.

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### ***Supervisor Responsibilities***

All supervisors and managers (i.e., Employees to whom other Employees report) should strive to create a work environment in which Employees feel comfortable reporting incidents and raising concerns or questions about The Leela's policies. This includes:

- Understanding how to recognize and handle a workplace Discrimination, Violence or Harassment incident or complaint so that it does not go unaddressed;
- Managing interpersonal conflicts within the team before they escalate;
- Encouraging Employees to report incidents or complaints of Discrimination, Violence or Harassment, or escalate all complaints to Human Resources (even those about his/her own behavior); and
- Participating and cooperating in any investigations of Workplace Discrimination, Violence and Harassment if, and to the extent required, by the circumstances of the investigation.

### ***Senior Management Responsibilities***

The senior executives of The Leela (the "Senior Executives") are responsible for taking reasonable measures to:

- Establish a "tone from the top" reflective of a positive Work Environment;
- Protect Employees from Workplace Discrimination, Violence and Harassment;
- Promote a Work Environment where Employees are comfortable reporting violations;
- Implement a program where complaints are dealt with in an appropriate and timely manner, as required; and
- Provide training as deemed appropriate or where required by law.

## **REPORTING INCIDENTS AND COMPLAINTS**

Internal reporting is important to The Leela and it is both expected and valued. If you experience or witness behavior that you believe may violate this Policy, you are expected to promptly report it.

Reports should in the first instance be made to your supervisor or manager, who will ensure that the information is properly handled and escalated as necessary. If you are unsure about the appropriate avenue for reporting because of the nature or the content of the report, or otherwise, reports should be made to your local Human Resources (HR) contact. If you are not comfortable reporting an incident to your supervisor or manager, or to HR, you can report through our reporting hotline (the "Reporting Hotline"). The Reporting Hotline is managed by an independent third party and allows for anonymous reporting in English and other languages. The Reporting Hotline is available toll-free; 24 hours per day, 7 days per week. Please see *Whistleblowing Policy* for the Reporting Hotline contact details.

## **RESPONDING TO REPORTED INCIDENTS AND COMPLAINTS**

### ***Handling of Incidents and Complaints***

The Leela takes all incidents and complaints of Workplace Discrimination, Violence and Harassment seriously. Incidents or threats of Workplace Violence may be reported to law enforcement, as appropriate.

Every report of Workplace Discrimination, Violence or Harassment will be assessed and, where appropriate or as required by law, an investigation, including discussions with all applicable parties, will be undertaken. The Company will determine who will conduct the investigation depending on the circumstances. In some circumstances, the Company may, at its discretion, retain an independent third party to conduct the investigation.

When an investigation has taken place, if appropriate and as required by law, the complainant and respondent will be informed of the results of the investigation and any corrective action that has been or will be taken as a result of the investigation. In such cases, the results of the investigation will be provided within a reasonable period of time after completion of the investigation.

Confidentiality and privacy will be respected to the extent possible, subject to the need to conduct a full, fair and respectful investigation and to ensure the safety of Employees and comply with applicable law. The Leela will take any reasonable action deemed necessary for the protection of Employees and of the

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Workplace. It is expected that anyone participating in an investigation keep that fact and any details discussed during the investigation confidential. A breach of this requirement for confidentiality will be dealt with and may lead to serious consequences, up to and including termination of employment.

***Precautions During Investigations***

The Company will also take every precaution reasonable to protect the involved Employees during the investigation, including but not limited to moving involved Employees to different locations, or offices during the investigation. Precautionary measures, if warranted, may be in place until an ultimate determination is made related to the investigation, and if required, corrective actions are applied.

***Workplace Discrimination, Violence or Harassment Involving a Third Party***

If an incident of Workplace Discrimination, Violence or Harassment involves a Third Party in the Workplace (e.g. client, contractor, visitor, etc.), the above process will apply. Where deemed appropriate, the Company will report the incident to that person's employer and any other parties which the Company believes it is appropriate to report to under the circumstances. The Company will take reasonable steps, including removing the individual from its property and/or involving law enforcement as appropriate, to ensure the safety and protection of all Employees and the Workplace.

***False Claims of Workplace Discrimination, Violence or Harassment***

Allegations made in bad faith may lead to corrective action, up to and including termination of employment.

***No Reprisal or Retaliation***

The Leela will not tolerate retaliation against anyone who has made a complaint or report based on the reasonably good faith belief that a violation of this Policy has occurred or may occur in the future, or has cooperated honestly and completely with an investigation regarding a violation or possible violation of this Policy. Any such person will be protected from any form of retaliation. No documentation whatsoever will be placed in the personnel file of anyone who has made a complaint or report in good faith, whether the claim is upheld or not.

A reprisal or retaliation can include a demotion, an unwanted transfer or a denial of opportunities within the Company. Any person who believes that they have been reprisal or retaliated against should immediately contact their local HR representative or the Reporting Hotline.

Employees who engage in reprisals or threats of reprisals, or who knowingly make a false complaint or otherwise abuse this Policy, may be disciplined up to and including immediate termination of employment and, if warranted, legal proceedings may be undertaken. Such discipline is not a reprisal or breach of this Policy.

***Record Keeping***

At the conclusion of an investigation, a written report of the findings may be prepared as appropriate or where required by law. The report or its findings will not be disclosed to any person unless the disclosure is necessary for the purposes of investigating or taking corrective action with respect to the incident or complaint, is determined appropriate by The Leela or is required by law.

Where required by law, records of the investigation will be kept, including a copy of the complaint or details of the incident, a record of the investigation (including notes taken), a copy of the investigation report, a summary of any communications of the results of the investigation to the parties involved, and, if applicable and/or appropriate, a copy of the corrective action taken to address the complaint or incident of Workplace Discrimination, Violence or Harassment and the steps taken to protect Employees and prevent a recurrence. Records will also be kept in accordance with applicable law.

**ENFORCEMENT AND CORRECTIVE ACTION**

The Leela will take corrective action with respect to any Employee found to have breached this Policy in a manner that is fair, consistent and that reflects the nature and facts of the violation. Anyone subject to this Policy who violates it may face corrective action. Corrective action may include counselling, training, a written warning, transfer, demotion, reductions in short-term or long-term compensation, suspension with

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or without pay, or termination of employment or the business relationship without notice. The incident will, if substantiated, be documented in the offending person's file.

If we discover a violation of any applicable law, we may refer the matter to the appropriate authorities, which could lead to penalties, fines, imprisonment or other liability.

This Policy does not limit the Company's authority or ability to discipline or take other action for Workplace conduct that is found to be inappropriate, regardless of whether that conduct meets the definition of Workplace Discrimination, Violence or Harassment as documented in this Policy.

#### **APPROVAL AND AMENDMENTS**

At a minimum, this Policy will be reviewed annually by the Company. The Leela reserves the right, in its absolute discretion, to supplement, change, discontinue or amend its policies and procedures at any time without consultation with any Employee.

Any amendments to this Policy must be approved by the CEO, CFO and HR head, together with any other procedures required by Local Law.