

Grand Park Kodhipparu, Maldives

Code of Behaviour

For Resort Employees and Guests

Introduction

Grand Park Kodhipparu, Maldives (GPKD) is mindful of the potential impacts its operations and activities may have on the local natural environment and surrounding communities. This is especially applicable in the sociocultural context of the Maldives, where the international luxury tourism product does not always follow local cultural norms.

Maldives has traditionally separated the physical setting of tourism activities from local communities to reduce potential negative impacts on local culture. However, as a major industry in the country and with tourists increasingly seeking authentic and local cultural experiences, these are increasingly offered to resort guests.

Additionally, tourism is a major employer of Maldivians, with many local employees residing on resort islands and so exposed to living and working conditions differing from that within their home community. Many expatriate workers are also employed within the Maldives tourism industry, from diverse cultural backgrounds and norms.

In seeking to minimize potential negative impacts on local communities and its employees, this Code of Behaviour formalizes GPKD's approach and practices in relation to interactions or influences on local communities, as well as ensuring a non-exploitative and positive working environment for its employees.

The below sections list GPKD's commitment to sociocultural sustainability under relevant areas that potentially interact with its operations and activities.

Activities in the local community

In general, activities for guests take place on the resort island itself and are thus not situated within local communities. However, as the capital city of Malé is situated close to the resort and international airport, guests have opportunity to access the city before, during and after their stay at the resort. GPKD offers a Malé City Tour for guests, making use of local tour guides, and highlights related local attractions on its website.

The resort minimizes any potential negative impacts of its guests in the local community by:

- Making use of accredited local tour guides to lead resort guests on the Malé City Tour and guide their behavior and following local cultural etiquette
- No third-party bookings for tours or excursions from the resort island are permitted for resort guests during their stay

Respect for Local Populations

GPKD is committed to being a positive factor in the local community as part of its “Park at Heart” philosophy towards Social Responsibility, undertaking to share its success with the local community. Local community members are employed at the resort and provision is made for local staff to be able to access their homes outside of working hours through arranged regular transfers between the resort island and Malé.

Any activity planned off the resort property is undertaken only after consultation with the relevant local authorities and granting of necessary permissions (e.g. for trips to uninhabited islands under control of local authorities). GPKD also undertakes to use its capacity to benefit local populations as much as possible, for example through

- Hiring local staff from the surrounding area/atoll
- Provision of assistance (either directly or in-kind) to local communities when requested and physically and/or financially feasible
- Receiving groups from local schools or associations at the resort island on educational excursions as an example of the luxury hospitality industry

All staff undergo training during which etiquette for staff living and working in the Maldives and visiting local communities is discussed.

Sites of Archaeological and Historical Significance

Resort guests undertaking the Malé city tour are accompanied by an accredited guide when visiting sites of special interest. Although trips to other local sites of historical significance are not currently carried out by the resort, if developed in future these will include accompanying guides to ensure participants adhere to rules and regulations governing these sites.

Excursions to shipwrecks and other underwater sites are undertaken by the Diving & Watersports Centre, and these are always guided to prevent any damage to the site and/or removal of artefacts from them.

Commercial Exploitation and Discrimination

GPKD complies with existing labour laws in the Maldives and does not engage in employment of underage workers or other forms of commercial exploitation. Contract workers carrying out work on the resort island (for example on infrastructure projects), although not directly employed by the resort, are under supervision by resort staff and their labour rights upheld.

Specifically, GPKD undertakes to prevent any of the below forms of commercial exploitation in its operations and activities or those of other parties under its control:

- Any form of sexual commercial exploitation, harassment or solicitation, whether direct or indirect
- Employment, unpaid labour or other exploitation of underage workers
- Discrimination on the basis of gender, race, ethnicity or cultural background, nationality, physical ability, sexual orientation or social status
- Exploitation of migrant workers hired by recruitment agencies or similar, where recruitment fees are charged to the worker for placement

Just Compensation

GPKD commits to adequately compensate employees for work done on an equitable basis, in relation to the amount and kind of work performed and based on industry and national norms and regulations. Additional benefits, including accommodation and meals, are provided during and after working hours. Hours of work are consistent with national requirements, and public holiday work is compensated at increased rates. The Hotel, through Human Resources Department, organises a variety of social and recreational activities. These activities foster better relationships and team spirit amongst the employees.

Employment Evaluation and Training

The resort organises training programmes to develop employees' potential, upgrade their skills/knowledge and improve work performance. Every employee's training records are kept for reference.

Periodic work evaluation is undertaken at:

- The end of the probationary work period
- Mid-year
- End of year

Evaluations cover work performance and target-setting, achievements and career planning, as well as identifying necessary training and other capacity building needs.

An annual Employee Survey is also undertaken to gauge satisfaction of employees and canvas their opinions on work and other areas.

Disciplinary processes are formalized and communicated in the Employee Handbook, and a Grievance Committee has been established to provide for enhanced fairness and transparency.

Prevention of Bribery and Corruption

It is the policy of the Park Hotel Group that all employees abide by an ethical code of conduct at all times and avoid the following situations that constitute a conflict of interest:

- Soliciting favours or advantages
- Acceptance of gifts or advantages
- Unauthorised dining or entertainment with resort clientele
- Direct or in-direct employment or business interests with competitors
- Receiving 'kick-backs'
- Acceptance of loans, commissions, fees or services from any company with whom the Hotel has business dealings
- Gambling
- Disclosure of confidential information