



EMPLOYEE POLICY & LOCAL COMMUNITY POLICY

The Welcome Inn Hotels group is committed to offering excellent service to guests by ensuring responsible business dealings and nurturing strong relationships with the Authorities, employees and surrounding communities. Through our employee and community Policies, we endeavour to empower both individuals and groups to sustain their livelihood as provided through the following policies applicable for employees and local community, respectively:

Employees

- **Recruitment:** Welcome Inn Hotels is dedicated to hiring, engaging and retaining a talented and diverse workforce through a fair process. Our Company adheres to minimum age provisions under the Kenyan laws and regulations and does not support exploitation of children, or recruitment of child labour. The Company also supports the elimination of all other forms of forced, bonded or compulsory labour.
- **Training:** At the recruitment stage, all our staffs are trained to understand their legal rights and responsibilities documented in the employee handbook. We support personal & professional growth, our Human Resources Manager coordinates training activities and develops suitable training programmes for all employee levels, hence encourage all employees and managers to participate in both internal and external training courses, seminars/workshops availed to them.
- **Remuneration:** We strive to provide competitive levels of pay and benefits relative to the industry and local labour market in which we operate, ensuring that all our staff wages and salaries are within the national minimum wage and the Collective Bargaining agreement (CBA) across all positions.
- **Diversity & Equal opportunities:** Welcome Inn Hotels supports and upholds the elimination of workforce discrimination through our employment practices irrespective of their age, sexuality, gender, ethnicity, religion, culture or disability. All employees have a contract of employment, signed before they start working.
- **Staff turnover:** We endeavour to maintain a highly motivated team hence keeping the staff turnover as low as possible. Currently below 7%.
- **Health Care:** We have an agreement with Diani Beach Hospital where employees can visit for consultation at the expense of the company.
- **Employee benefits:** We provide all staff with free duty meals, transport to & from work for all shifts, staff housing or housing allowance. Additional benefits include:- Employee of the month and year merit awards, acting allowance for positions of responsibility while position holder is away, sponsored training programmes, Service Charge.

- **Occupational safety:** We are committed to maintaining safe and secure work environments that reinforce the principles of integrity and respect. We provide our employees with Personal Protective Equipment (PPE's) while on duty. All our employees have insurance as provided for in the work injury benefits Act. (WIBA)
- **Guarantee of fair treatment:** We respect each employee's right to decide if he or she wishes to join, or not to join labour unions, and we comply with legal requirements regarding employee and third-party involvement. However, we are unwavering in our commitment to communicate directly with our staff.

Local community

- **Apprenticeship:** Welcome Inn Hotels apprenticeship programme gives 30 high school graduates annually an opportunity to pursue a two year fully sponsored Specialist in Hotel Services training with a monthly stipend.
- **Recruitment:** Our workforce mirrors the communities around our area of operation
- **Stakeholders:** We engage with local authorities and communities in order to improve relationships with them whom we identify as key stakeholders in our operations. We allow local communities a weekly market in the hotel to sell their wares as well as engage them for paid entertainment.
- **Volunteering:** our staff in-conjunction with neighbouring hotels and local communities use paid time to participate in the annual beach cleaning event.
- **Donation & Charity:** Welcome Inn Hotels has supported the construction and development of a secondary school. Through membership of the rotary club of Diani, we fundraise through our guests to buy desks for local primary schools. We sponsor an annual charity golf event whose proceeds go toward various charitable organizations.
- **Local Businesses:** We have leased our shopping complex to local residents to sell gift & souvenir items to our guests. Our staff transport and taxi services are also leased out to local operators. We purchase all our fresh produce from local suppliers and engage local distributors for most of our other locally available purchases.
- **Ethical business conduct:** We endeavour never to compromise ethical standards to gain a competitive advantage or meet a business objective. This includes making or receiving improper payments or gifts to influence decisions.
- **Promoting culture & Heritage:** We encourage our guests to take excursions and visit nearby cultural villages and conservation areas.