



Zulal
Wellness Resort
by Chiva-Som

Code of Conduct & Business Ethics



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INTRODUCTION

VISION

Zulal will establish itself worldwide as a benchmark wellness provider fusing proven wellness techniques with locally and regionally preserved wisdom. Drawing upon strong local roots and a global appeal, Zulal will pioneer sustainable entrepreneurship and drive the transformation of the tourism industry in Qatar and the region.

MISSION

The purpose of Zulal Wellness Resort by Chiva-Som is to promote a holistic approach to wellness built around its global expertise as well as in-depth local and regional knowledge. Through education and inspiration, Zulal facilitates an enduring lifestyle change and contributes to building healthier societies, every single day.

VALUES

Rooted (appreciating one's origins while looking into the future) connected and committed to the country, its heritage but also its future (whereby we understand that this also means a healthy society)

Sharing wisdom (in order to help improve people's lives) tapping into Traditional Arabic Medicine as well as other wellness know-how and reinterpreting it in a contemporary context

Striving for excellence (in everything we do) providing an unforgettable customer experience from the very first encounter.

1.2 WHAT'S IN IT FOR YOU

- Protect you against bullying and harassment.
- Ensure the protection of company, owner, and third-party asset'
- Prevent the incorrect private usage of social media which might damage Chiva- Som brand.
- Prevent/mitigate conflicts of interest.
- Higher compliance with legal, integrity and ethical standards.
- Guarantee external benefits and gifts exchanges are properly handled by you.
- Stronger and more consistent internal brand identity

1.3 YOUR PERSONAL COMMITMENT

Each one of you is responsible for ensuring that your behaviour and actions consistently comply with this Code of conduct.

Behaviours covered in this booklet are a summary of several policies and procedures covered under Human Resources or Finance department.

The code will assist you in to know how to respond to situations in order to avoid potential unethical or illegal actions taking place.

When considering whether potential actions, behaviours and situations could Zulal Wellness Resort by Chiva-Som, you should assess the following:

- Is the action or situation legal?
- Is it consistent with our policies?
- Is it aligned with Qatar Labour Law, Jai Thai core values and our internal policies?

PROTECTING GUESTS AND COLLEAGUES





2.1 HSSE – HEALTH, SAFETY, SECURITY AND ENVIRONMENT

Occupational Health & Safety

The Management must always:

- Provide and maintain safe facilities, equipment and working conditions in areas of responsibility.
- Emphasize the importance of Health and Safety procedures in regular operations briefing and to seek feedback and suggestions from colleagues on matters affecting their health and safety in the workplace.
- Have a clear accident/incident reporting system that is well communicated with all colleagues .
- Take corrective and preventative actions to minimize accidents or occupational ill-health occurrence. Maintain proper documentation for reference and for inspection when required.
- Present all colleagues with sufficient information and instruction on the Health and Safety policy before implementation and when the policy is updated through the Company's Communication Channel.
- Communicate to all colleagues the Health and Safety policy and do a refresher at least once a year to consider new working procedures, equipment and changes in local health and safety legislation.
- Brief all guests and vendors on the Resort about health and safety.

The colleagues must always:

- Comply with health and safety training information and policy.
- Adhere to the procedures on safe work methods including the use of required protective equipment and clothing.
- Ensure that required Health and Safety procedures are observed when travelling and working off-site.
- Take adequate safety precautions to remove or reduce health and safety risks for self and others arising from work activities.
- Not to misuse any equipment or take short cuts on work procedures that are against the safe work method.
- Report any work accidents or incidents according to the established Health and Safety policy immediately to their Head of Department regardless of how minor it may seem.
- Report any work hazards or potential work hazards immediately to their Head of Department.

Guests and Vendors must:

- Follow safety instructions provided by the Resort when using its amenities and facilities.
- Take personal safety precautions to remove or reduce health and safety risks when in and around the Resort grounds.



2.2 FAIR TREATMENT AND EQUAL EMPLOYMENT OPPORTUNITY

Management Responsibilities:

1. Equal employment opportunity is embraced when drafting Internal and External Job Advertisements and must not contain discriminatory job requirements such as race, disability, and sex orientation.
2. Promotions, transfers, and appointments are to be based on the best qualified candidate that meets the requirements for the job.
3. Salary, benefits, and terms & conditions offered for promotion, transfer and appointment to be consistent with the property's salary, benefits and employment grid.

Every Employee Responsibilities:

1. Colleagues with concerns about equal employment opportunity are encouraged to speak to their Head of Department or the Director of Human Resources.
2. Any conduct or action inconsistent with the property's commitment to equal employment opportunity should be reported to Director of Human Resources and General Manager.
3. Any employee who breaches the equal employment opportunity policy will be subject to corrective or disciplinary action from written warning up to termination of employment, depending on the severity of the violation.

Diversity & Inclusion:

1. We celebrate a world that is as diverse as our people and our guests. We will have fair, transparent and clear employee policies which promote diversity and equality, in accordance with applicable law and other provisions of this Code.
2. Treating people equally and appreciating differences is part of what gives us a competitive edge and produces excellence.

2.3 HUMAN RIGHTS – PREVENTING HUMAN TRAFFICKING AND FORCED LABOR

We are committed to the fundamental protection of human rights for all people.

We support and respect the rights of our colleagues, guests and the community around us. We also respect the rights of our vendors and business partners and expect them to uphold the same principles .

2.4 EMPLOYMENT OF RELATIVES

The Company may be requested from its colleagues to permit relatives to gain employment with the Company. Our employment policies are based on merit and do not discriminate against or in favour of employment of relatives.

2.4 EMPLOYMENT OF RELATIVES

Consequently, the employment of relatives shall be closely monitored and for business reasons, the Company shall retain the ultimate discretion right to refuse to hire or place a relative within a particular Department/ Division or Company in accordance with this policy or for other valid reasons as identified through the talent acquisition and selection process.

Relatives are defined as: Spouse (first degree relative), Parent, Child/ Stepchild, Sibling, Aunt/ Uncle, In law (mother, father, brother, or sister through marriage), Niece/ Nephew, Cousin.

2.4.1 Colleagues may recommend a relative for vacancies advertised through the Internal Job Advertisement or Company Website and are endorsed as valid vacancies providing, they do fully adhere to the procedures set out in the policy.

2.4.2 Full disclosure of the relationship with the candidate should be transparently communicated at the time of introducing the candidate to the Company prior to commencement of the recruitment and selection process by filling the declaration form.

2.4.3 Failure to notify the company in writing may result in any offer being made by the Company to the relative to be withdrawn and considered invalid based on the nondisclosure and facts of the situation.

2.4.4 Employee must ensure that the candidates that they recommend are in line with the profile requirements of the position and as per the expectations of the Company for that role.

2.4.5 Colleagues may not work in a position where they provide the approval signature affecting wages, hours and working conditions of a relative. In this manner, Finance, Security, Human Resources & Executive Office as well as Executive Committee members of the Resort cannot have a relative appointed within the Resort and this is subject to the discretion of the General Manager.

2.4.6 Colleagues may not also work in positions where they have direct, dotted line or indirect influence on progression, promotion and other conditions of employment in general, directly approve or have significant influence on decisions affecting the compensations hours, performance evaluations, career advancement or working conditions of a relative.

2.4.7 At no time will employee reassignments take place that would result in an immediate supervisor/ subordinate relationship.

2.4.8 To ensure respect and integrity in our working relationships, a relative may not interfere, intervene or make comment upon the position, duties or working activities of their relative and must fully respect the Manager/ Employee relationship, particularly in the unfortunate circumstances under which an Employee is subject to disciplinary action.

2.4 ANTI-HARASSMENT

2.4.1. Workplace harassment will not be tolerated, offenders when found guilty will be subject to corrective or disciplinary action from written warning up to termination of employment, depending on the severity of the violation.

2.4.2 Workplace harassment complaint shall be treated with strict confidentiality.

2.4.3 The complainant may report such occurrences immediately to any supervisor or manager in the property or to the Director of Human Resources. Information and findings will be shared only on a "need-to-know" basis and confidentiality will be maintained.

2.4.4. Retaliation against colleagues ' filing complaints will not be tolerated.

2.4.5 The Director of Human Resources will initiate an investigation to determine whether there is a reasonable basis that the alleged violation of this policy occurred. This may include the initiation of HRD-FOM-ZLQAA1-028-Let's Hear From You (explanation statement).

2.4.6. If necessary, the complainant and the alleged harasser if working in the same department, will be separated during the course of the investigation, through temporary internal transfer or other suitable arrangements.

2.4.7. During the investigation, the Director of Human Resources together with the legal counsel (if any) or other management colleagues , will interview the complainant, the alleged harasser and any witnesses to determine whether the alleged conduct occurred.

2.4.8. On conclusion of an investigation, the Director of Human Resources conducting the investigation will submit a written report of the findings to the General Manager. If it is determined that a violation of this policy has occurred, the Director of Human Resources will recommend appropriate disciplinary action.

2.4.9 If the investigation is inconclusive or determined that there has been no violation of policy, but problematic conduct may have occurred, the Director of Human Resources may recommend appropriate agreed course of action on the HRD-FOM-ZLQAA1-028-Let's Hear From You as part of the preventive measure.

2.4.10. The General Manager will review the investigation report and any statements submitted by the complainant or alleged harasser, discuss results of the investigation with the Director of Human Resources and other management staff as appropriate, and decide what action, if any, will be taken.

2.4.11. Once a final decision is made by senior management, the Director of Human Resources will meet with the complainant and the accused harasser separately and notify them of the findings of the investigation. If disciplinary action is to be taken, the alleged harasser will be informed of the nature of the discipline and how it will be executed.

2.4.12. The complainant has the option to take legal action against the alleged harasser. Similarly, the alleged harasser may seek legal advice.

2.4.13. If the findings confirmed that harassment had occurred, provide counselling and support to complainant for closure.

2.4.14. Management must:

- i. Communicate Anti-Harassment Policy to all colleagues via Employee E-Handbook and HRD-MOD-ZLQAA1-001-New colleagues ' Induction.
- ii. Have the responsibility to watch out for signs of harassment and manage the issue at the onset by whistleblowing.
- iii. Be trained in harassment complaint handling procedures and on how to handle complaints appropriately should this arise as a way to reduce property's legal liabilities.
- iv. Act to correct unlawful harassment that is brought to their attention or may be subject to disciplinary action according to the severity and frequency of this type of misconduct.

2.4.15. Colleagues must:

- i. Understand the property's anti-harassment policy.
- ii. Be aware of what behavior constitutes harassment to others and self.
- iii. Seek advice early with Head of Department or Director of Human Resources if in doubt.
- iv. Report incidents of harassment immediately.

2.5 GUESTS AND EMPLOYEE'S PRIVACY

Confidentiality

2.5.1 Colleagues shall not at any time during (except in the course of your duties) or after your employment disclose or make use of your



knowledge of any confidential information of the Company and any company which is a parent, subsidiary, employed or affiliated with Zulal Wellness Resort or any of their business colleagues .

2.5.2 Confidential information includes (without limitation) all and any information in any shape or form, whether on paper, electronic means or otherwise, relating to the financial position, market position, business strategy, business plans, maturing new business opportunities, research and development projects, project formulae, processors, inventions, designs, discoveries or know how, sale statistics, marketing surveys and plans, costs, profit or loss, prices and discount structures, technical data, trade secrets, know-how, business methods, the names, addresses and contact details of business contacts, business partners, customers and potential customers, existing and respective clients, contractors, and colleagues and any other information related to the Company and/or the Group of a confidential nature received or acquired by you from the Company or any Company of the Group ("Group Company") during the course of your employment; which the Company or any company in the Group or any of their business colleagues treats as confidential.

2.5.3 The restrictions shall not apply to any disclosure of information which is already in the public domain otherwise than by breach of this Agreement; and to any disclosure or use specifically authorized by the Company or required by any applicable laws or regulations or by a competent government authority or court, provided that you undertake (to the extent permitted by law) to immediately notify the Company of any such disclosure requirements and agree with the Company on the disclosure form and content, and to enable the Company from making known

to the appropriate government authority or court, the proprietary nature of the Confidential Information.

Intellectual Property

2.5.4 It is natural that an employee may make, discover or create intellectual property in the course of your duties whilst in employment with Zulal Wellness Resort and agree that in this respect you have an obligation to protect the interests of the Company.

2.5.5. The Employee undertakes that if at any time during your employment and during this Agreement you make or discover or participate in the making or discovery of any Intellectual Property relating to or capable of being used in the business for the time being carried on by the Company or any company in the Group, without any compensation to the employee in this regard.

2.5.6. At the request and expense of the Company the employee shall give and supply all such information, data, drawings and assistance as may be requisite to enable the Company to exploit the Intellectual Property to the best advantage and shall execute all documents and do all things which may be necessary or desirable for obtaining patent or other protection for the intellectual Property in such parts of the country it operates as may be specified by the Company and for vesting the same in the Company or any company member of the Group or as it may direct.

2.5.7. The employee irrevocably appoints the Company to be his/her attorney in the employee's name and on his/her behalf to sign, execute or do any such instrument or thing and generally to use the employee's name for the purpose of giving to the

Company (or its nominee) the full benefit of the provisions of this clause and in favor of any third party a certificate in writing signed by any Director or the Company Secretary that any instrument or act falls within the authority conferred by this clause shall be conclusive evidence that such is the case.

2.5.8. Rights and obligations under this clause shall continue in force after termination of the Employment Agreement in respect of Intellectual Property made during your employment under this Agreement and shall be binding upon the employee's representatives.

2.5.9. All notes, memoranda, photographic and sound records, intellectual property (or any copies thereof) relating to matters employed with work shall be the property of the Resort/Company. Upon termination of employment, all such matters shall be returned to the Resort/Company.

2.5.10. Any violation of this policy will make the colleagues concerned subject to serious disciplinary action, including termination.

2.5.11. After employment, use of Zulal Wellness Resort intellectual property and other proprietary materials can be subject to legal action.

2.5.12. The Core Training Program in the property to include Environmental and Waste minimization and recycling. All colleagues to complete this program during their first year of employment.

2.5.13. Human Resources to organize Corporate Social Responsibility (CSR) activities, such as:

- i. With designated school/s to educate school children on the basics of protecting the environment, minimize waste and how to create useful products from recycled materials.
- ii. Monthly cleaning day in various locations within the community, on rotation by department.





Social Sustainability

1. Educate colleagues and promote health and wellness lifestyle.
2. Ongoing training and development of colleagues .
3. Corporate Social Responsibility activities to include:
 - 3.1 Colleagues to participate or volunteer in property sponsored local events that contribute to wellness and/or social causes.
 - 3.2 Human Resources, Sustainability and Health & Wellness departments to organize activities to improve the wellbeing of the people in the local community for example: sustainability awareness, Food and Hygiene awareness, blood donation etc.

2.6 SUSTAINABILITY AND COMMUNITY

Environmental

2.6.1. To include briefing on Environmental and Social Sustainability policy during the new employee induction.

Employee Commitment and Evaluation

2.6.7. Environmental Responsibility and Sustainability are part of the employee's individual goals and targets are set under Professional Behavior (PB) and Key Performance Indicator (KPI) at the beginning of the year and performance evaluated at year-end according to job level on:

1. Corporate responsibility engagement
2. Environment and safety
3. Employee wellness

INTEGRITY



3.1 CONFLICT OF INTEREST

Our policy is to make business decisions based on impartial assessment of facts and sound commercial reasoning.

A conflict of interest may be defined as a situation in which a colleague's own personal interests and motivations are influenced by factors to the extent that they impact their objectivity and differ from the company's own interests.

Transparency is a key principle for avoiding conflicts, colleagues have a responsibility to avoid situations arising that may be perceived as conflicts of interest and to be transparent in declaring the existence of conflicts to their line management and to HR if they arise or develop.

Failure to declare the existence of relationships that could be perceived as conflicts of interest or to respond truthfully if asked represent violations of our policies.

3.1.1 Beneficial relationships with third parties:

Scenarios in which colleagues maintain relationships through which they receive a direct or indirect financial benefit from an external party as a result of that party's relationship with our organisation (for instance, receiving personal commission payments from a particular supplier or service provider) represent a conflict of interest and are strictly prohibited.

3.1.2 Related parties:

Spouses and members of the same family may be employed by the resort – provided that their recruitment and appointment are based on objective assessments of their qualifications, performance, skills and experience and the recruitment decision has been taken without reference to the personal relationship and by members of the management team who have no such personal relationship with the candidate.

However, a colleague may not report directly or indirectly to another family member or spouse; or interact significantly in a professional capacity with one of these parties.

Colleagues are also forbidden from using personal influence to induce our resort to conduct business with an external organisation in which a spouse or immediate family maintains a commercial interest.

Colleagues need as well to declare if any personal relationship is present at the workplace, please refer to HRD-POL-ZLQAA1-REC-009 Employment of Relatives V1.

3.1 CONFLICT OF INTEREST

3.1.3 External employment:

We prohibit external employment that could interfere with a colleague's ability to perform their professional duties at our organisation to the highest standards. Likewise, employment by commercial competitors, suppliers or service providers to our organisation, or entities that support the activities of these parties, is prohibited.

Failure to proactively disclose external employment to HR may potentially be interpreted as an attempt to conceal the existence of a potential conflict of interest and may lead to disciplinary action.

3.1.4 External investments.

Colleagues should not maintain external private business interests or investments that could jeopardise their ability to perform duties at our company to the highest standards of professionalism, or that could potentially influence their ability to objectively make decisions in relation to their role within our company.

3.2 CORRUPTION, ANTI BRIBERY & GIFT HANDLING

At times, colleagues may be offered gifts or entertainment by external parties such as business partners, suppliers or clients. Colleagues have a responsibility to express gratitude and politeness when offered gifts by external parties, regardless of whether or not such gifts can be accepted. Please refer to the Finance policy FND-POL-ZLQAA1-067 Corruption & Anti Bribery detail and guidance regarding

the circumstances regarding whether or not gifts or entertainment may be accepted and the appropriate mechanism for declaring gifts. For the avoidance of doubts, product

Soliciting gifts, entertainment or benefits from external parties by any colleague represents a violation of our policies.

Our policy is to make decisions regarding suppliers and vendors objectively and impartially, and to operate without the appearance of influence as a result of colleagues accepting gifts and entertainment from external parties. Colleagues in procurement functions may not accept any gifts from suppliers or vendors apart from advertising or promotional items of nominal value (such as pens, keychains, cups or glasses, or hats).

The colleague has to declare the receipt of any gift, favour, or benefit to her/his line manager. If refusing a gift or benefit is deemed culturally not acceptable, the decision about what to do with it will be taken by the General Manager or Resort Manager if so delegated by the General Manager; in case of the receipt of a gift. In case of receipt of a gift by Senior Managers/Directors themselves, they will proactively notify their own line managers.

In case refusing the receipt of a gift or benefit is deemed culturally not acceptable, the decision maker mentioned above will either politely decline on behalf of the employee or, if the gift or benefit could not be refused without damaging a business relationship, incorporate it into company property or put it to common use for all the colleagues – Ref: HRD-POL-ZLQAA1-EMR-006-Employee Gifts

3.3 CONSUMPTION OF DRUGS AND ALCOHOL

We are committed to providing safe and healthy work environment and seeks to promote health and welfare of its employees. Accordingly, drug and alcoholic beverage use during the course of employment at the workplace or company accommodation is strictly prohibited.

The following must be respected and followed at all times in compliance with Qatar Labour law article 61:

- Not consume, possess, distribute, sell illegal drugs and/or alcohol at or around the workplace including company accommodation.
- Be responsible and aware that under the influence of drugs or alcohol, their actions may be impaired and pose a risk to individual, colleagues, guests and other visitors in the Resort.
- When taking prescription or pharmacy drugs for medical purposes ensure that they are not in violation of this policy.
- Not knowingly misuse or abuse prescription or pharmacy drugs; and as a result, affect their performance and the safety of others in the workplace. Such misuse or abuse, the Resort will be subjected to strict disciplinary action which may lead to dismissal from the company.
- When there is a suspicion of illegal drug possession, co-operate when authorized management representatives request to open and check their locker, personal belongings, bag search and vehicle parked in the workplace.
- When alcohol is served occasionally during the employees' events outside the Resort, or if consumed in their own premises to exercise self-discipline and not be intoxicated with over-consumption as they represent the brand at all times.
- The consequences an employee may face depends on the suspicious behavior or violation of the policy, they include disciplinary action up to and including termination or refer to government authorities or police.

Management must:

- Ensure Drug and Alcohol-Free Workplace & accommodation policy is communicated as part of The New Employee Induction and incorporated in the Employees' E-Handbook.
- Address any suspected violation of this policy promptly and discreetly to ensure the health and safety of the individual and all other stakeholders are maintained.
- When such suspicion occurs management to report the matter to Chief Security immediately to request for a thorough check per 4.1.5.
- If the employee is found to possess illegal drugs in the workplace or company accommodation, he/she will be subject to disciplinary action including termination of employment.
- This may also constitute a criminal offence according to the local law, in which case the Resort may notify the appropriate government authority or police.
- If no illegal drugs are found in the lockers or personal belongings in company accommodation, the employee will be counselled. The counselling conversation will include a HRD-FOM-ZLQAA1-028-Let's Hear From You and an observation and discussion of the employee's behavior and performance with concrete examples that result in the arising suspicion. An agreed course of action shall be recorded for the employee to commit to change and monitor closely.

3.4 POLITICAL ACTIVITIES & CONTRIBUTIONS

A We are committed to dedicating our full attention and resources to fulfilling professional responsibilities within our company.

Colleagues are prohibited from using company premises, assets, resources and facilities or their professional position within the organisation for the purposes of political activism – including fundraising – regardless of how well-intentioned such activities may be considered.

All colleagues are responsible for ensuring that a separation is maintained between their professional roles and any private legal political activism they are involved in outside of the workplace.

3.5 EXTERNAL CONDUCT & PERSONAL SOCIAL MEDIA USAGE

All colleagues and managers/directors are ambassadors for Zulal Wellness Resort by Chiva-Som, and should be sensitive to the potential for their conduct outside of the workplace, either online or offline, to impact their professional reputation and by extension the Chiva-Som brand.

All colleagues have a responsibility to refrain from any behaviour outside the workplace – including online behaviour or participation in social media– that may reflect negatively on the organisation.

Please remember that content that published on the internet can remain in the public domain indefinitely and reach global audiences instantaneously.

Senior leaders in the organisation have a particular role to act as role models in this respect, as they are ambassadors of the brand in and outside of the workplace.



When participating in events, activities, or online platforms outside of the workplace, colleagues should exercise personal judgement to ensure that their private actions and views are not interpreted by others as representing our company.

Unless acting as an approved spokesperson for the company, our policy is that colleagues' communications on social media platforms and other communication channels are personal opinions, which do not reflect the opinion of the company.

3.6 PROFESIONAL COMMUNICATION TO EXTERNAL PARTIES

We are committed to communicating with external parties through an approved and consistent message, and to maintaining the highest standards of professionalism. As a result, only authorised colleagues can speak as representatives of Zulal Wellness Resort by Chiva-Som .

If a colleague who is not authorised to speak as a representative of Zulal Wellness Resort by Chiva-Som and its operations receives a request for commentary or information from a journalist, regulator, Lawyer, investigator or any other unknown person, please consult Marketing & Communication department prior to any discussion or providing any information.

Publishing or communicating material in professional communications that is obscene, defamatory, profane, threatening, harassing or abusive represents a serious violation of our policies, and may result in disciplinary action. Individuals may be held personally liable for defamatory, proprietary or libellous material.

3.7 PROFESSIONALISM

We are committed to maintaining consistently high standards of professionalism across our company.

Managers and Directors are prominent ambassadors of the Chiva-Som brand and are role models for displaying high standards of integrity.

As such, Managers /Directors in particular – as well as all colleagues more generally – should be sensitive to the potential for their personal conduct to impact Chiva-Som or the reputation of Zulal Wellness Resort even if it occurs outside of the workplace or whilst “off duty”.

Managers have the responsibility to ensure that their personal conduct and relationships do not damage our organisation’s reputation or interfere with the efficiency of commercial operations.

SAFEGUARDING OF ASSETS





4.1 PROTECTION & USAGE OF COMPANY ASSETS

We are committed to the protection and proper usage of company and our hotel owners' assets. Our company possesses and/or operates a variety of physical and non-physical assets used by employees and guests, which include – but are not limited to guest rooms and offices; furnishing and decorations; equipment and vehicles; tools and machinery; clothing and accessories; food and beverages; financial assets; services such as phone and email facilities; intellectual property; and electronic data such as messages or information composed, sent, received or stored using company- provided email systems, instant messaging tools such as Teams or other company-provided systems.

These company assets do not belong to individual members/colleagues– even if we are entitled to use them.

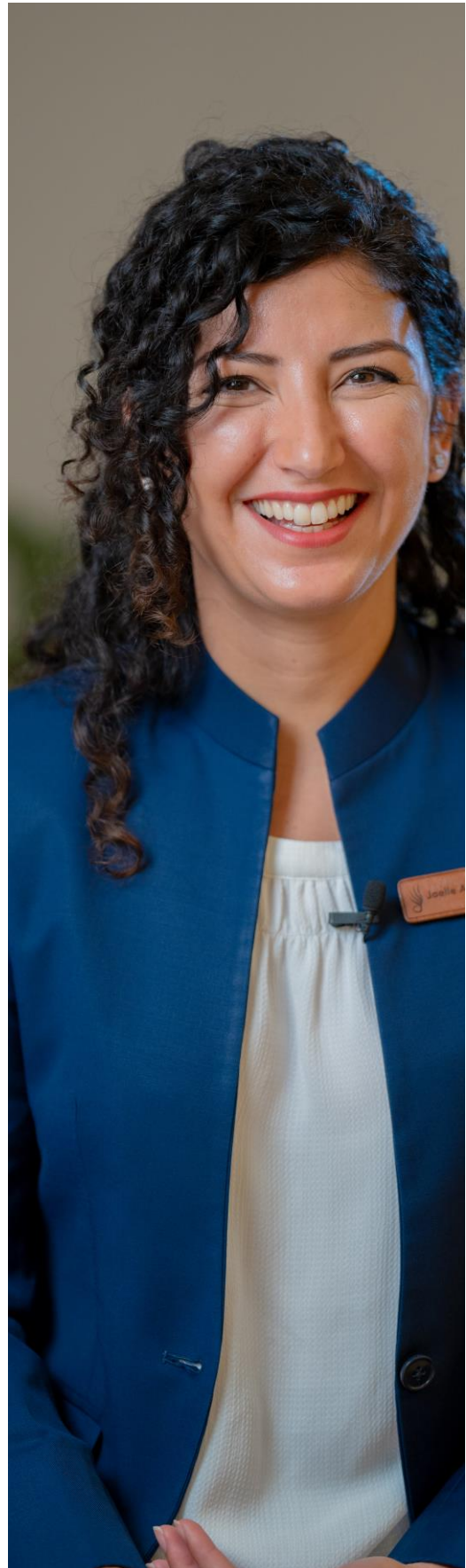
Colleagues are responsible for ensuring company assets are well-maintained and used only for their intended purpose. Usage of IT assets and resources is governed by a specific IT Resources policy. Deliberate destruction, damage, misuse of company assets – or negligence leading to such scenarios – all represent serious violations of our policies.

Company data and records are considered company assets, and their destruction or removal without authorisation represents a violation of policy. Forms for the approved removal of company assets from company premises and the authorisation procedures required please approach the IT department for further support and guidance.

4.2 CONFIDENTIAL INFORMATION

Confidential information includes (without limitation) all and any information in any shape or form, whether on paper, electronic means or otherwise, relating to the financial position, market position, business strategy, business plans, maturing new business opportunities, research and development projects, project formulae, processors, inventions, designs, discoveries or know how, sale statistics, marketing surveys and plans, costs, profit or loss, prices and discount structures, technical data, trade secrets, know-how, business methods, the names, addresses and contact details of business contacts, business partners, customers and potential customers, existing and respective clients, suppliers and potential suppliers, contractors, and colleagues and any other information related to the Company and/or the Group of a confidential nature received or acquired by you from the Company or any Company of the Group ("Group Company") during the course of your employment; which the Company or any company in the Group or any of their business colleagues treats as confidential.

The restrictions shall not apply to any disclosure of information which is already in the public domain otherwise than by breach of this Agreement; and to any disclosure or use specifically authorized by the company or required by any applicable laws or regulations or by a competent government authority or court, provided that you undertake (to the extent permitted by law) to immediately notify the Company of any such disclosure requirements and agree with the Company on the disclosure form and content, and to enable the Company from making known to the appropriate government authority or court the proprietary nature of the Confidential Information.





4.3 INTELLECTUAL PROPERTY

Proprietary information, also known as a trade secret, is information a company wishes to keep confidential which includes Intellectual Property owned by or licensed to the company or its subsidiaries; any and all information related to the Business which has not been or is not made generally available to the public by the company or its subsidiaries.

It is natural that a colleague may make, discover or create intellectual property in the course of your duties whilst in employment with Zulal Wellness Resort and agree that in this respect you have an obligation to protect the interests of the company.

At the request and expense of the Resort, the employee shall give and supply all information, data, drawings and assistance as may be requisite to enable the Resort to exploit the Intellectual Property to the best advantage and shall execute all documents and do all things which may be necessary or desirable for obtaining patent or other protection for the intellectual Property.

Rights and obligations under this clause shall continue in force after termination of the Employment Agreement in respect of Intellectual Property made during your employment under this Agreement and shall be binding upon the employee's representatives.



REPORTING CONCERNS



5.1 REPORTING CONCERNS

Before filing a grievance, encourage colleagues to talk with their manager first. Often, having an informal chat with a supervisor is all that's needed to resolve a complaint or workplace issue.

If the grievance is involving an issue with the immediate supervisor, the grievance should be raised to the next level of superiority, until it reaches the Head of the Department (HOD).

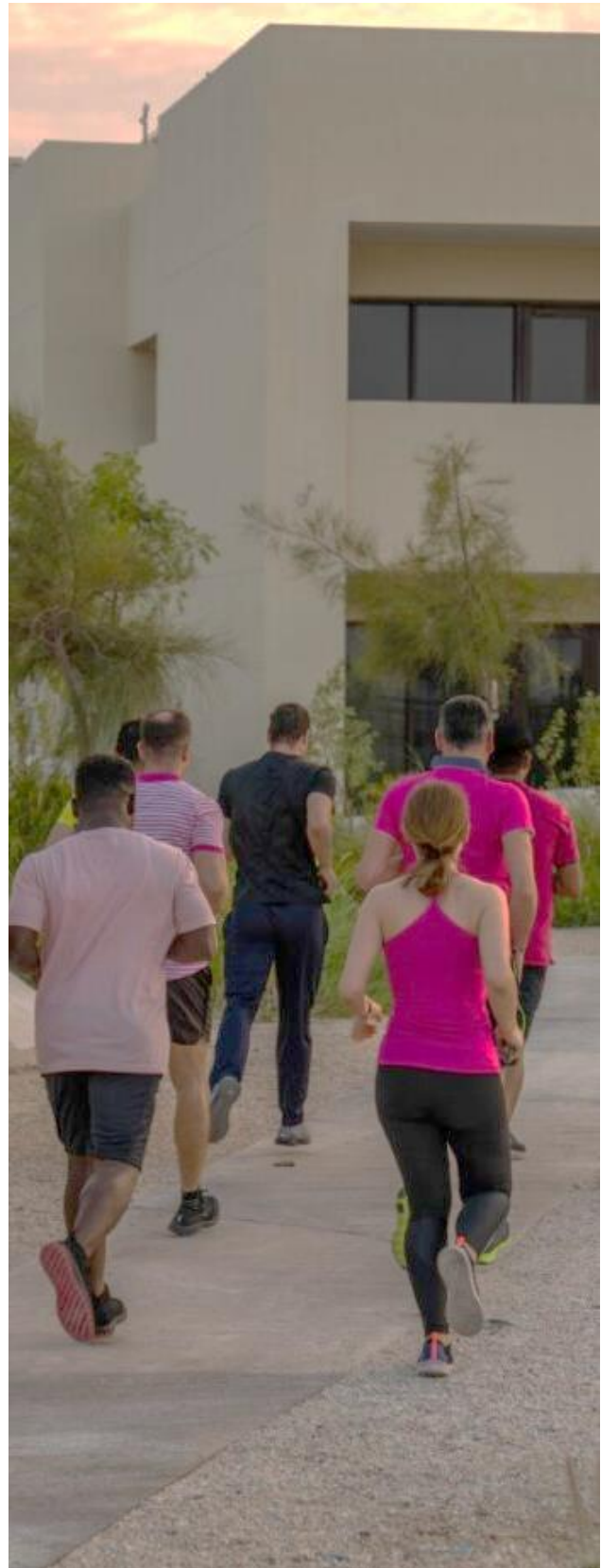
If the grievance cannot be resolved within the department, it should be raised to Human Resources. Have the proper documentation and justification at hand.

Be prepared to present these documents. The grievance can be either be verbal or in writing. Nevertheless, all important details must be presented and known to the superior/HOD.

Investigation will take place and depending on the severity and type of grievance it will be further evaluated to identify the next course of action. A complicated and sensitive grievance might involve interviewing and assessing other co-workers.

Once all details are clear, decision can be made. This will be made known to the employee who raised the grievance.

Colleagues may also lodge their complaints or disputes to the Ministry of Administrative Development, Labour and Social Affairs (ADLSA). Depending on the kind of dispute, a corresponding process and recommendation shall be followed by both the employer and the colleague.





COLLEAGUE ACKNOWLEDGEMENT

Colleague Acknowledgement

I acknowledge that I have read the Zulal Wellness Resort Code of Conduct & Business Ethics and I acknowledge that as a Zulal Wellness Resort colleague, I am required to comply with the guidelines described therein and failure to do so may subject me to action as per my employment terms and relevant company policies.

If I have a concern about a violation, or a potential violation of the Zulal Wellness Resort Code of Conduct, I understand that there are channels available to me in my company to report such concerns. By making use of these channels, when necessary, I will play my part in maintaining the high ethical standards to which we hold ourselves.

Signature: _____

Date : _____

Name: _____

Department: _____

Address: _____





NOTES

