



HOTELIERS'  
CHARTER  
COMPANIES  
THAT CARE

## MISSION STATEMENT

The Hoteliers' Charter embodies the values, behaviours and actions of a progressive hotel company. Subscribing to The Charter demonstrates a commitment to providing a workplace environment built on foundations of respect, equity, equality, diversity and opportunity; and to placing colleagues' wellness and career development at the heart of operations. We anticipate that The Charter, while focussed on the hotel sector, will evolve into an exemplar for enlightened employment practices across the industry's other sectors; and support efforts to promote hospitality as a profession of choice to careers influencers.

## CHARTER MEMBERS:

1. Commit to develop team members through training, apprenticeships, coaching, mentoring and career development, reflecting the fact that hotels offer careers, not just jobs.
2. Have signed The Hospitality Commitment to respect team members' work/life balance, rotas and working hours - providing sufficient notice for changes and requests. As our members trade 7 days a week, a range of shift patterns are available to support working families, students and part time working.
3. Support the ambition to end low pay, believe passionately in giving people opportunities to develop their careers, and give access to financial and pension guidance.
4. Champion a fair and transparent service charge where all monies are distributed with only agreed costs retained.
5. Offer colleagues access to an employee assistance programme, to provide confidential support across all facets of their physical and mental wellness, both in and outside the workplace.
6. Provide a positive and nourishing workplace environment and culture for colleagues, nurturing social networks around their teams and facilitating social activities to build cohesive workplace communities.
7. Support industry charities, and other charities relating to the community they serve. And they respect their colleagues' commitments to charity support and community engagement.
8. Drive environmentally sustainable businesses with a commitment to reduce, reuse and recycle and support the government's commitment in practical terms to be carbon neutral by 2050.
9. Are Diversity Ambassadors, advocating inclusion and equality for all, and offering access to English lessons for colleagues where needed.
10. Commit to the Modern Slavery Act and ensure that all suppliers act in accordance with the core values of the Hoteliers' Charter and The Hospitality Commitment.