

NORTH HIGHLANDS HOSPITALITY CHARTER

The purpose of the North Highland Hospitality Charter (the 'Charter') is to **raise the attractiveness of choosing a career in hospitality in our area** and, by doing so, **improve the perception of working within the tourism and hospitality industry in the North Highlands.**

As a Charter signatory, you must **commit to embodying our progressive values and best practice behaviours** into your business. Signing up to the Charter is a commitment to providing a workplace environment built on the foundations of **respect, fairness, equality, diversity and opportunity**; to placing colleagues' wellness and career development at the heart of your operation; and to supporting efforts to promote hospitality as a profession of choice to parents, schools, colleges, universities and careers influencers.

By becoming a Charter affiliated business, you will be supporting best practice and fair deal employment

THE CHARTER

1. Commit to fairly hiring from the North Highlands for all new roles and only looking outside of the locality if suitable talent is not available;
2. Support the young people in the community by employing graduates, apprentices and interns, as well as experienced hires;
3. Help develop all team members by providing training, coaching and mentoring, offering at least one performance appraisal each year;
4. Support the commitment to respect team members' work/life balance, rotas and working hours, providing sufficient notice for changes and requests, offering a range of shift patterns to accommodate all situations;
5. Support the ambition to end low pay, believe passionately in giving people opportunities to develop their careers, by paying at least the living wage equivalent;
6. Champion a fair and transparent service charge/tronc/gratuities system where all monies are distributed to employees with only agreed costs retained by the employer;
7. 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;
8. Champion job security by committing to hiring as many people as possible on full-time contracts;
9. Drive environmentally sustainable business through a commitment to reduce, reuse and recycle, and carbon neutrality;
10. Advocate diversity, inclusion and equality, taking practical measures to make hospitality establishments accessible for all disabilities.

By becoming a North Highland's Hospitality Chartered business, you are committing to apply its ten pledges to your business. You are also committing to actively advance the reputation of the hospitality sector as a career of choice, in your locality, with educational establishments and via all industry associations that you are involved in.

All Chartered businesses will be monitored and in turn will have their businesses promoted and supported