

## 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 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 hotel businesses will be monitored in accordance with this Charter and the [Hotelier Charter](#).*

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