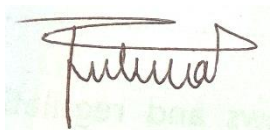


OVERVIEW OF OUR MAIN POLICIES  
2024

## Version history

Version number	Description	Author	Date
V1	Creation of document	Marielle Herbadji	2020
V2	Updating of current policies & adding of more specific targets	Juliette Deloustal	2024



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## Introduction

Attitude Hospitality Management Ltd (AHML), the management company of Attitude Hotels, has established policies and procedures that describe the good practice and welfare of our employees, called as Family Members (FMs).

Some of our main policies in place are:

- Family Member's Career Development Policy
- Employment of Disabled Person Policy
- Mari Top Recognition Program Policy
- Long Service Award Policy
- Profit Sharing Scheme Policy
- Zenfan Lakaz Policy
- Disciplinary Policy
- Violence, Discrimination & Harassment at Workplace Policy
- Wellness month program
- Trade union
- Environmental Policy
- Children's Right and Protection Policy
- Local Community Policy
- Quality Assurance Policy
- Responsible Procurement policy & Guideline
- Health & Safety procedures

To note that these policies are full-fledged documents clearly written with and applied within our hotels. This document is a summary of the policies in place at Attitude.

The abbreviations used in the document are as follows:

- AHML = Attitude Hospitality Management Ltd
- FM = Family Member, a person working for Attitude Group
- CEO = Chief Executive Officer

## Human Resource (HR) policies

At Attitude, we believe that every individual deserves to be treated with dignity, respect, and fairness. Our commitment to upholding human rights is unwavering, and we stand firm against any form of exploitation, harassment, abuse, or discrimination based on nationality, gender, ethnicity, or beliefs.

We recognize that the welfare of our staff is paramount, and as such, Attitude is dedicated to ensuring that all employees are treated fairly and in compliance with labour and human rights laws.

All our practices align with local laws, codes and regulations and we strive to exceed them wherever possible.

The following policies provide a glimpse into our commitment to creating a respectful, inclusive, and supportive work environment for all our Family Members.

### FMs Career Development Policy

It is our policy to provide our FMs with the opportunity to grow within the Group and upgrade themselves in capacity, skills, status, and salary through Promotion & Transfer.

In selecting a FM for a job promotion or transfer we need to carefully consider the following criteria:

- Skill, ability, and talent to the job.
- Length of service.
- Training and efficiency.
- Attendance, Attitude at work, adherence to the disciplinary and safety rules.

Opportunities such as Promotions, Transfers within the departments, inter-departments and inter-hotels are available to FMs. However, to be eligible to request for these transfers we have conditions applicable.

The above are followed by through a well-defined procedure (procedures are well established in the policy) that enable the company to keep track of all information and for audit purposes.

### Employment of disabled Person Policy

AHML recognizes that persons with substantially limiting mental or physical disabilities may require reasonable adjustment to perform the essential functions of their job or the job for which they are being considered.

Therefore, we attempt to reasonably accommodate a qualified individual with a disability in accordance with applicable national and local laws.

Our local laws protect individuals with disabilities from discrimination in employment. Where such a disability is known to AHML, we will consider reasonable adjustment of a qualified individual to allow such individual to perform the essential functions of the job. We will attempt to offer accommodation through dialogue with the individual on the personal limitations and need for adjustment.

These adjustments are carried out accordingly with consultation with the Head of Department, the need of the position and the FM or applicant to enable them to perform those functions.

### **Mari TOP Recognition Program Policy**

The AHML MARI TOP Recognition Program aims to help our FMs to reach their potential through our Personal Progress Team Success (PPTS) Model. Also, to achieve greater participation and involvement of all FMs with regards to the actions that we want them to repeat for improving our guest experience and work environment.

Recognition is another way to create a culture driven by performance and which reflects our core values: Respect and Humility.

Our MARI TOP concept is to recognize the actions of our FMs who show consistent and exceptional behaviour towards the PPTS Competencies in a timely and reasonable manner:

**T:** Transparent

**O:** On Brand and On the spot

**P:** Personal Progress Team Success

The Recognition program is based in 2 levels, Recognition by Head of Department and Recognition by All FMs (Quarterly). Upon receipt of a MARI TOP Cards, the FM can exchange their form to Human Resources for a Surprise gift or accumulate 4 cards to an on-brand gift.

A compilation of good actions per FM are tracked by Human Resources (compilation of Head of Department and FMs cards together) to allow all FMs to rate for the best quarter FM and best FM for the year and awards are given to the winners.

### **Long Service Award Policy**

AHML recognizes and values the contribution of all its FMs and acknowledges that many of our FMs have worked in the Attitude hotels (owned or managed) for many years and the loyalty, commitments and high level of skill brought by individuals are key factors in our success. In recognition of these attributes AHML is committed to celebrate with those FMs who have reached certain service 'milestones' by providing a system of awards for long service achieved whilst still in service with AHML.

The Long Service Award applies to all full-time and part-time FMs who have been in continuous service for a minimum of 5 years.

FMs are recognized and rewarded by AHML for their contributions upon reaching the qualifying period by being presented with a certificate of acknowledgment and/or with a gift. The certificate and/or gift will be presented by the CEO or recognized senior management from AHML to personally congratulate the FMs for their contribution.

Rewards are awarded in 5-year increments. The longer the FM has worked, the higher the value of the award.

The recognition model is called the Long Service Award Night. All FMs who will be recognized, and their respective GMs and HRs are received by the CEO and Stratco Members. The Long Service Award night will be conducted once a year, in May/June.

## Profit Sharing Scheme Policy

The PSS (Profit Sharing Scheme) is a scheme in which a portion of the gross operating profit of a business is distributed to its employees.

Attitude recognizes that to offer its guests an outstanding experience requires hard work and as such we believe in rewarding our FMs for their dedication, good performance, and right attitude both on a collective basis and on an individual basis.

The Attitude PSS policy is a discretionary scheme and designed:

- To standardize the incentive process within AHML.
- To develop as part of the Attitude Culture the sharing of profit partly with the FMs who are at the centre of it.
- To create attractiveness and embark on the journey to become an Employer of Choice In Principle the PSS is based:
- Regarding the Hotel Performance and its gross operating profit as per its audited financial statements.
- On each hotel's performance individually.

Each FM may help influence their reward by raising their performance, being proactive, responsive and constantly challenging themselves to deliver the very best of them as it is based on individual performance of the FMs with evaluation grid (guideline).

## Zenfan Lakaz Policy

The policy of Zenfan Lakaz is to provide discount on room-nights and food & beverage consumption as a benefit to all Attitude FMs and their immediate relatives.

AHML provides discounted rooms, discounted Food & Beverage and complimentary rooms at hotels which are under its management. There are some conditions and restrictions applicable to the benefits. This program is for leisure only. In case of business travel, direct superior approval is required.

This benefit is offered to all regular full and part time FMs, who must be actively employed to participate in this benefit.

Restrictions may apply, for example concerning the duration of stay, in case of high occupation rate forecasted, or during special events.

Any FM who misrepresents the eligibility of an individual to obtain a discount, to which that individual is not otherwise entitled, is subject to disciplinary action, up to and including termination of employment.

A well-established reservation procedure is in place for booking and tracking of these benefits.

Kindly note that FMs or their relatives should not review any of our own properties on TripAdvisor as per TripAdvisor web- site's guidelines.

FMs of AHML and their immediate relatives are always expected to maintain our standards of conduct while participating in this program at any of our hotels.

## Disciplinary Policy

AHML do have a policy for Disciplinary actions to discipline any FM who falls short of achieving our standards of performance or conduct or violates any of the company rules and regulations and thereby subject to progressive disciplinary action.

The aims of the disciplinary policy are:

- To ensure we adopt a corrective approach and not only punitive towards the FMs.
- To ensure that the FMs work in a proper and well-disciplined atmosphere so that their actions do not cause any prejudice to their work colleagues.

The procedures are well defined in the policy as it is a lengthy process and involves many parties. However, in any decision the Management takes into account several factors, such as the nature or circumstances of the offence and give opportunity to the FM to defend herself/himself for the charges brought against then and to have a proper hearing in front of the Disciplinary Committee. All the above are done based on the guidelines specified in our current legislations.

It is only after careful discussions and consideration to the facts and figures that the Management concludes the offence and decide on the disciplinary action to be taken against the FM.

## Violence, Discrimination & Harassment at Workplace Policy

The Violence, Discrimination & Harassment at Workplace is thus taken into due consideration with a well-defined policy.

In this policy, AHML is committed to eliminating all forms of workplace violence, discrimination, and harassment. Accordingly, AHML will use its best endeavors to promote and maintain a workplace free from all sorts of violence, discrimination, harassment and insist that all FMs be treated equally and with dignity, respect, and courtesy.

With this policy, AHML prohibits not only actions which are severe enough to be unlawful; it also prohibits conduct and comments which are not severe enough to violate national or local laws, but which are deemed inappropriate in a workplace.

Hence, AHML is of the opinion to maintain a “zero tolerance” policy regarding violence, discrimination, and harassment with- in its workplace.

## Wellness month

The welfare of our staff is important to us, so Attitude is committed to treating our staff fairly and respecting all labour and human rights laws.

A month is dedicated to spotlight the employer vision to create a healthier workplace and Family Members. The month will highlight how a healthy organization lead to more productive, engaged workforce and create magnetic company cultures that drive recruitment and retention.

Each hotel selects a week to plan all the activities, to promote the benefits of a healthy lifestyle to Family Members (FMs) and their families and to raise awareness of the benefits of regular exercise.

The following activities are offered by the hotels:

- Blood Donation Campaigns;
- Family assistance Program;
- Health Screening for both FMs and their Families (some tests for free, and others at a discounted price);
- Eye Screening for both FMs and their Families (some tests for free, and others at a discounted price, negotiated discounted rates for glasses);
- Discussions and counselling activities with FMs (about topics such as: parenting, health diets / nutrition, occupational stress, common social problems / drugs...).

## Trade union

At Attitude, we prioritize the well-being and rights of our employees, including their freedom to associate and engage in collective bargaining. As part of Mauritius' legal framework, which explicitly safeguards the right of workers to join trade unions, we fully support the principle of employee choice. In alignment with the Employment Relations (Amendment) Act 2019, we affirm that every employee, holds the fundamental right to decide whether to join a trade union or not. We recognize that the decision to join a trade union is deeply personal and should be respected without any form of coercion or discrimination.

There shall be no retaliation or discrimination against any employee based on their decision to join or not join a trade union. We are committed to upholding the rights and dignity of our employees, and any form of reprisal goes against our values and principles.



## Environmental policy

Attitude is one of the major stakeholders in the tourism industry and we recognize that our business has an important and significant role to play in protecting and enhancing the environment for our Guests and the nation.

We are committed in minimizing the environmental impact and promoting sustainability in all aspects of the operations of the hotels of the group.

We recognize the importance of protecting the environment for current and future generations, and we are dedicated to continuously improving our environmental performance.

### Goals

We shall operate in compliance with all relevant local environmental legislations, and we abide with environmental best standards.

We shall measure our environmental performances against our objectives and targets, ensuring that our progress is regularly reviewed.

We shall strive to manage our waste in an efficient manner, avoid pollution, install energy saving devices whenever possible and encourage our guests to respect and contribute towards our efforts so that together, we may minimize our impact on the environment.

We shall train, educate, and inform our Family Members, Guests, suppliers, local communities on our environmental commitments, so that they understand the role they play in delivering our objectives and targets.

- **Energy and Water**

At Attitude, we are committed to reducing our energy and water consumption. We shall ensure optimum energy and water efficiency by taking measures to monitor consumption, to conduct analyses, to adapt processes, to use low energy/water consumption devices, and to inform our guests about energy/water saving measures.

#### Our targets:

- Reduce our electricity consumption by:
  - 3% in our 3-star hotels
  - 5% in our 4-star and 5-star hotels

\*Baseline year: 2019
- To decrease our dependency on fossil fuel by 20% at group level compared to 2018.

#### Our target:

- To reduce our water consumption by 5% in all our hotels
- \*Baseline year: 2019

- **Waste Management**

Attitude is committed to reducing the amount of waste produced by our hotels' operations that is sent to landfill. We shall maintain our efforts to minimize waste production, ensuring proper

disposal practices. This includes wastewater, plastic, and glass bottles, used cooking oil, paper & cardboard, wet waste from kitchen, most of which are being reused or recycled. Moreover, since October 2020, all our hotels have eliminated single-use plastics from the guest experience, furthering our sustainability efforts.

- **Wildlife and Conservation**

Attitude is committed to conserving marine life and reducing the risks of damage on coral and underwater life.

### Mineral Sunscreen

In collaboration with a local supplier, we have created our own natural-based sunscreen, available free to our guests staying at Lagoon Attitude. After testing out our mineral-based sunscreen at Lagoon Attitude, we are going to roll it out to all our Attitude Hotels.

Most sunscreens are chemical-based and pollute the water and the coral reef ecosystem. Every year, up to 14,000 tons of sunscreen residue makes its way into the ocean and contaminates coral reefs. Chemical sunscreen can disrupt coral's natural cycle and lead to bleaching.

We are committed to raising awareness with all our main stakeholders about the harmful impact of certain ingredients on marine life found in sun protection products, soaps, fragrances, and cosmetics. These substances, even in tiny quantities, pose a threat to the marine ecosystem. The ingredients include:

- Benzophenone-1 (BP-1)
- Benzophenone-2 (BP-2)
- Dioxybenzone (benzophenone-8)
- Octyl-dimethyl-para-aminobenzoic (OD-PABA)
- Enzacamene (4-Methylbenzylidene camphor, 4-MBC)
- 3-Benzylidene camphor (3-Benzylidenebornan-2-one)
- Nano-Titanium dioxide (TiO<sub>2</sub>)
- Nano-Zinc oxide (ZnO)
- Octinoxate (Octyl methoxycinnamate, ethylhexyl methoxycinnamate, Eusolex 2292, Uvinul MC80)
- Octocrylene
- Oxybenzone (Benzophenone-3, BP-3)

### Our target:

- To have free natural and mineral sunscreen available in our Attitude hotels by 1st July 2024, expanding coverage from 1 out of 9 hotels to 7 out of 9 hotels\*

*\*Excluding RA which is under renovation and PCBH.*

### Tiny forest

- We aim to implement one tiny forest, covering a minimum area of 50 square meters, within one of our hotels by 30<sup>th</sup> June 2025.

## Marine Discovery Centre

Through the Marine Discovery Centre, the Attitude Group is committed to the conservation of marine life. The role of the research center is to conduct research on the lagoon ecosystem, contribute to the restoration of the mangrove, and encourage the public to protect the lagoon through the museum and awareness sessions.

- **Managing hazardous substances**

We shall reduce the number of harmful substances and wherever possible use the best environmentally friendly options. We shall dispose of hazardous substances and equipment responsibly in a way that does not harm human health or the environment. In this way, pollution prevention will be maintained and controlled as per local environmental legislation.

- **Managing suppliers**

We shall encourage our suppliers to reduce packaging. We shall purchase in bulk as much as possible. We shall communicate with them so that our environmental policy is well understood and ensure they can help us to deliver it.

- **Purchasing**

We shall encourage the purchase of goods and services that cause least harm to the environment and of more locally sourced food.

- **Transportation**

Nearly 95 % of our Family Members use hotel transport to go to work.

We believe environmental performance will be achieved by implementing measures and tools designed to monitor progress. Besides, sustainability training programs will be done to ensure that our Family Members are kept informed and updated on our environmental policy and their role in its delivery. We shall operate with a continuous commitment to improved environmental practices.

## Child's right and protection policy

The hotels of Attitude Group are committed to respecting and promoting the rights of the child, including protection from sexual exploitation of children and adolescents in tourism, protection from child labor and trafficking. According to the Child Protection Act 30 of Mauritius, a child means any unmarried person under the age of 18.

The Management of our hotels educates Family Members in child protection, providing training on how to spot children at risk and protect them from Family Members, Guests, contractors, visitors, and suppliers against the following types of abuses:

- Ill-treatment, physical abuse, verbal abuse and emotional abuse,
- Sexual Offences, indecent photographs of children,
- Abandonment of child,
- Abducting child,
- Child trafficking,
- Selling or serving any liquor, rum, any compounded spirits, or tobacco to a child. Emphasis is put on reporting process which is as follows:
- FMs report immediately any suspected case of child abuse to their supervisor, to trigger the transmission of information to the responsible persons (General Manager, Chief Security Officer, Risk Compliance Manager, Head of Departments). This allows the management team to be on alert and intervenes if needed to protect the child.
- Upon confirmation of the case, the Chief Security Officer reports to the Local Authorities (Police, Child Protection Unit and other concerned bodies depending on the case). He also is assigned the responsibility to keep the child under protection until the arrival of the Local Authorities.
- The Chief Security Officer and Management assist the Local Authorities during their enquiry. After enquiry, the Local Authorities are responsible to take appropriate actions.

The Management reserves the right to terminate a contract of any person who is unsuitable to work with children or for any reason that may put children at risk.

We focus on bringing the local community to collaborate in building a long-term protective environment for children in the communities where we work. We ensure that every member of our staff knows the Child's Right and Protection Policy and knows how to react in a case of child abuse.

The Child's Rights and Protection Policy is communicated during Induction and refresher courses for all Family Members. The Human Resources Manager of all our hotels ensure that all Family Members acknowledge the policy.

Mauritian law requires certain professionals and individuals to report suspected instances of exploitation or abuse involving children. The reporting of such cases is crucial for ensuring the safety and well-being of children and for taking appropriate actions to address the situation.

The Child Development Unit (CDU) is responsible for coordinating efforts to protect children from abuse, neglect, and exploitation in Mauritius. We encourage our guests, employees and visitors to report their own concerns about child exploitation and abuse to the Child Development Unit by calling on the 113.

## Local community policy

### Vision

The hotels of the Attitude Group are committed to improving continuously their services, achieving quality level required by our Guests, adding value to our brands and contributing to the local communities we live and work in by developing sustainable tourism.

We are committed to ensuring positive relationships between our hotels and the local communities and promoting economic and social benefits to the community.

### Goals

- **Purchases**

The hotels of the group purchase and promote local products, ensuring that the food quality meets with our guest's expectations. In this manner, they contribute towards the reduction of CO<sup>2</sup> emissions, which would be higher if these products were transported from distant locations.

- **Employment**

More than 90% of our Family Members are local employees, and 100% of the shareholders are Mauritian. The benefit from this initiative lies in the probability of the wages being spent within the local economy. It also encourages residents to stay within their community rather than seeking employment elsewhere.

- **Charitable**

We organize every year a Christmas tree wherein our Guests are invited to buy a gift for children from vulnerable groups living in our neighbourhood areas.

- **Promote responsible tourism**

We invite our Guests to share experiences inspired from local traditions. The five components Diner, Bazar, Fooding, Music, Discovery illustrating the concept Otentik Attitude Experiences, show how we engage with local people and businesses to support the economy, community and to protect the Mauritian way of life. We strive to be responsible members of our community, seeking sustainable ways of living and acting.

Our Guests improve the lives of local people through the Otentik Bazar, while protecting the coastal environment (Guests' participation in environmental actions) and preserving the destination's culture and traditions (discover music of local artists, Creole lesson, Street food and local folklore).

We are committed to train our Family Members to become aware of children abuse and to understand actions to be taken if they suspect a child at risk.

## Quality assurance policy

To sustainably create value for our guests through our high standards of quality, Attitude Hotels commits to establishing a culture where everyone takes responsibility for quality and continual improvement across the business.

Our quality policy is guided by the following principles:

### 1. Guests' orientation

- Assess and take steps to improve guests' satisfaction with the quality of products and services.

### 2. Leadership of managers

- Establish objectives for constant improvement and create conditions for achievement of same.

### 3. Family Members Engagement

- Engage our Family Members in process improvement and build a quality culture in the group.

### 4. Continuous improvement

- Strive for excellence in everything we do.

### 5. Well-founded decision

- Inform in due time who it may concern about the discrepancies noted in products or services. DO NOT DELAY ACTIONS.
- Make decisions and act based on data analysis of product, services, processes and Quality Culture.

### 6. Mutually beneficial relationships

- Enhance responsibility and control measures for the sake of customer satisfaction and constant process improvement.

### 7. Quick response to identified shortcomings

- Ensure that our FMs have a positive attitude and a quick response towards identified shortcomings by the guests.
- Focus on the needs of guests to ensure their constant satisfaction and exceed their expectations.
- Ensure to constantly monitor guests' complaints and to act promptly and efficiently at the earliest.

### 8. Suppliers' commitment to quality

- Engage every supplier across our supply chain to maintain our standards of quality.

### 9. Robust policies and standard operating procedures

- Maintain and sustain a robust, agile, and effective quality management system consisting of policies and standard operating procedures.

#### **10. Best Practice**

- Share all best practices and efficiency improvements between hotels and departments thus driving a culture of quality.

## Responsible Procurement policy & Guideline

The hotels of Attitude Group seek to purchase goods and services that minimize negative impact on the environment and enhance positive impacts on the local economy whilst meeting their business requirements.

By incorporating environmental, local, and social considerations into purchasing decisions, we endeavour to make a positive contribution.

As such, our hotels will look for products and services as much as possible, which are one of the following:

- Sustainably produced and sourced
- Delivered in less packaging
- Help small business to integrate the economic mainstream
- From locally owned businesses
- Can be recycled locally
- Made from recycled material
- Energy and/or water efficient
- Low pollutant
- Reduce the need for printing
- Require less shipping/transport
- Use cleaner, more resource efficient and low-emission transport options
- Reflect the area's nature, history and culture
- From fair trade suppliers.
- Minimises food waste.
- Minimises the use of single-use or disposable items, e.g. single-use plastics.

Our hotels will start by working with a few products and services from sustainable sources where the environmental impacts are well-known and sustainable alternatives are readily available.

We shall have to establish the availability of sustainable products or services on the market, if they will meet our sustainability requirements and the cost of sustainable alternatives.

In addition, we are committed to procuring species harvested from the wild only from suppliers who adhere to sustainable, humane practices, and comply with all applicable local, national, and international laws and regulations. Furthermore, we ensure that neither the species nor any items derived from them are currently listed on the IUCN (International Union for Conservation of Nature) Red List of Threatened Species.



## Objectives

- **Food and beverage**

To keep at least 50% of the group purchases from suppliers certified Made in Moris for food and beverages.

- **Hazardous substances**

We shall focus on an area that has an impact on the environment, chemicals used in our properties.

We shall reduce as much as possible, hazardous substances with ecological ones, prior to availability locally made.

- **Energy efficiency**

We shall strive to choose devices, equipment or appliances which are low energy efficient, which may cost more initially but will generate savings in the long term caused by lower operating costs.

- **Promote small craftsmen and entrepreneur's products**

We shall promote sustainable development by ensuring that more small craftsmen and entrepreneurs, receive a fair price for their products, enabling them to trade their way out of low socio-economic conditions.

- **Avoid disposable products**

Our hotels are committed to avoiding disposable products. Unless they are biodegradable products or can be recycled, they add to the accumulation of landfill; we strive to choose an alternative with a useful lifespan.

- **Purchasing procedures**

Our hotels will seek to integrate our sustainability criteria, wherever possible, into our purchasing and contracting procedures.

Contract clauses can be used to include environmental considerations; for example, suppliers take back packaging that comes with the product. Our suppliers can make suggestions that will help our hotels to reduce our packaging waste or offer alternative, more environmentally friendly products.

- **Training**

Our Family Members with purchasing responsibility such as the bar manager, head chef, head of housekeeping as well as the senior management must know what they should be considering when buying items.

- **Communicate**

Our hotels are committed to communicate to our Family Members, Guests and suppliers to help raise awareness of our objectives and report on the undertaken actions.

## Health & Safety procedures

At Attitude, we hold the Health and Safety of our employees, clients, contractors, and the public as our utmost priority. We are committed to creating and maintaining a safe and healthy work environment for everyone associated with our operations. This commitment extends across all levels of our organization, from top management to frontline workers. We believe that a proactive approach to Health and Safety not only ensures the well-being of individuals but also contributes to the overall success and sustainability of our business.

Below is a glimpse of some of our standard operating procedure (SOP) related to Health & Safety that demonstrate our commitment to creating a respectful, inclusive, and supportive work environment for all our FMs.

- **Fire and Emergency Plan**

This Fire and Emergency plan is a documented collection of actions intended to reduce the impact of fire and other emergencies on the building, our business and especially our Family Members, guests, guests with disabilities, casual workers, contractors and visitors.

This plan addresses the following:

- Prevention: includes fire prevention measures and maintenance of equipment.
- Fire Risk Assessment.
- Detection: automatic systems used to identify when an emergency either exists or is pending
- Reporting: methods used to inform both building occupants and emergency responders of the emergency
- Evacuation measures: procedures to remove occupants from exposure to the emergency.

- **Crisis Management**

Every hotel must have a Crisis Management Team (CMT). The primary role of the CMT is to manage the orderly evacuation of guests and FMS in the event of an emergency. Its secondary role is to implement pre-set procedures to control and minimise damage to individuals, the hotel, and the brand.

The key aims of the team are:

1. To protect life and property.
2. To control the situation.
3. To restore the hotel back to normal operational status as quickly as possible, including:
  - Business restoration
  - Property repairs
4. To provide damage limitation in terms of reputation and morale.
5. To liaise with local authorities and other agencies.

6. To investigate and report the circumstances to avoid recurrence or improve performance.
7. To control litigation through minimisation of claims.