

HOTELIERS' CHARTER – SUPPORTING GUIDELINES

Your Commitment	Supporting Guidelines
<p>1. Commit to develop team members through training, apprenticeships, coaching, mentoring and career development, reflecting the fact that hotels offer careers, not just jobs.</p>	<p>Charter subscribers are committed to the career development of all team members. Hotels – and the broader hospitality sector – have always been seen as one of the few sectors where operational experience is valued as much as (and sometimes more) than academic attainment. The principal qualifications are at Levels 2, 3 and 4 although some senior managers will complete Level 5 and 6 apprenticeships. There are many training providers that can assist Members in driving apprentices and using their Apprentice Levy to benefit their hotels teams: Umbrella Training, HIT training, The Remit Group all specialise in Hospitality Apprenticeships.</p>
<p>2. Support <i>The Hospitality Commitment</i> 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.</p>	<p>The <u>Hospitality Commitment</u> is a voluntary code of conduct for the Hospitality Industry which covers critical areas such as communication, working hours, learning and development and career progression. All Charter Hoteliers are expected to be signed up supporters and advocate a work/life balance that supports physical and mental health for all in their workforce.</p>
<p>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.</p>	<p>'Low pay' is defined as 66% of median earnings and the Government has set a target for the National Living Wage (NLW) to reach this by 2024. Whilst Charter subscribers support this ambition, they are also keen to see the Low Pay Commission maintain its independent watchdog role and advise the Government if adjustments to this timeline are necessary should there be a deterioration in employment and/or investment levels.</p> <p>The statutory NLW should not be confused with the Real Living Wage campaign which argues for minimum rates of pay to be determined by reference to the cost of living. The Living Wage Foundation argues for minimum rates of pay for London to be £10.85 per hour and for the rest of the UK to be £9.50. These recommended rates are updated in November each year. Whilst Charter Hoteliers understand the Living Wage Foundation's campaign, the great majority believe that such rates are unaffordable for their business. A small number of hotels do pay the Foundation's recommended rates.</p> <p>Charter Hoteliers give access to financial and pension guidance for employees, usually from their pension providers and government advice websites.</p>

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<p>4. Champion a fair and transparent service charge/tronc/gratuities system where all monies are distributed with only agreed costs retained.</p>	<p>Earnings from gratuities and service charge can represent an important part of team members' remuneration and it is important that the money raised is managed in a fair and totally transparent fashion. The most authoritative guide concerning the operation of tronc is published by HOSPA and is available for purchase from their site here. Alternatively get in touch with Hello@HoteliersCharter.com">Hello@HoteliersCharter.com and we will give you tips and advice to help you update your scheme.</p>
<p>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.</p>	<p>Employers have a fundamental duty of care for the physical and mental health and wellbeing of their workers.</p> <p>An Employee Assistance Programme (EAP) is a paid-for care package that enables employers to offer access to a range of specialist, independent and confidential support services to their employees. Purchasing an EAP is a way for employers to help keep their teams happy, healthy, motivated and productive. Access to an EAP enables employers to prevent many of their employees' issues at home and at work from escalating into acute problems. EAPs offer a suite of benefits and services that typically include an assistance line, factsheets and access to confidential and independent online, telephone and in-person counselling, legal, debt and money, and parenting advice. Hospitality Action offers an EAP tailor made for the hospitality industry, and linking to its wider grants-giving work. Other EAP providers include Care First, The Validium Group, LifeWorks, Health Assured and AXA PPP Healthcare.</p> <p>In addition to an EAP, Charter subscribers are encouraged to implement a wellbeing strategy that supports their employees' physical and mental health at work.</p>
<p>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.</p>	<p>This is self-explanatory and one that we all enter into whether it is joining a hotel football league or softball team (London Hotels can sign up to The London Hospitality Festival) – Or set up movie nights, quiz nights and general social evenings to increase morale and interaction between teams engendering a positive support network within our workforces.</p>

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<p>7. Support industry charities, and other charities relating to the community they serve, respecting and encouraging colleagues' commitments to additional community endeavours.</p>	<p>Some Charter Hoteliers have their own charitable foundation and others earmark a particular national or local charity for support. There are many charities within the Hospitality sector which Charter Hoteliers may wish to support. Some listed below were highlighted by <i>The Caterer</i> for their achievements for the industry:</p> <p><u>Chefs in Schools</u> <u>Food Teachers Centre</u> <u>Foxes Academy</u> <u>Future Chef</u> <u>Hit Scotland</u> <u>Hospitality Action</u> <u>Hospitality Health</u> <u>Only a Pavement Away</u> <u>Springboard</u></p>
<p>8. Drive environmentally sustainable businesses with a commitment to reduce, reuse and recycle, and champion the government's commitment to be carbon neutral by 2050.</p>	<p><u>Sustainable Hospitality Alliance</u> offers a Hotel Carbon Initiative (HCMI) which is a free methodology and tool for hotels to calculate the carbon footprint of hotel stays and meetings in their properties. The Hoteliers' Charter team will be setting up a Sustainable Business Advisory Forum to help us all further this commitment so keep an eye on our newsletters for further advice</p>
<p>9. Advocate diversity, inclusion and equality, offering English lessons to colleagues where required and taking practical measures to make hotels accessible for all disabilities.</p>	<p>Self-explanatory</p>
<p>10. Commit to the Modern Slavery Act and ensure that all suppliers act in accordance with the core values of the <i>Hoteliers' Charter</i> and <i>The Hospitality Commitment</i>.</p>	<p>Many Charter Hoteliers' support the work of the Shiva Foundation which has been working with hotel partners to develop the <u>Stop Slavery Blueprint</u>, a free online tool to help hoteliers tackle the risk of modern slavery in the business and supply chains.</p>