ANTI-DISCRIMINATION POLICY / EQUALITY POLICY

Recognizing that, we are a part of the community that we operate in, at 20 The Barons Luxury Serviced Apartments we believe that our business activities should contribute to the economic development, well- being and quality of life and we value and strive to engage in a meaningful way with the community to help ensure we positively contribute to its welfare.

- Age
- Disability
- Religion & Belief
- Race - National Origin
- Sex Orientation
- Sex
- Or any other personal attribute protected by law

We will make all reasonable accommodations to allow people who experience difficulties in their dealings with the organization to benefit equally from its work . It is against the law to discriminate in two areas that concern hotels and serviced apartments.

These are:
• The goods and services the company provides. In general, the goods and services we provide at The Barons must be open to everyone regardless of their race, ethnic group, sex, marital or domestic status, disability, age (apart from underage gambling and drinking and restricted access to certain areas of licensed premises), homosexuality or transgender status. Certain areas within the premises may be restricted to functions or invited guests only, so long as there remains an area which is open to the general public. Staff must treat everyone fairly and equally. This applies to all services provided by us.

• The Barons employment practices: we must not discriminate against, or harass other employees, potential employees or contractors because of their sex, pregnancy, race or ethnic group, marital status, disability, homosexuality, etc
Discrimination in employment can include: 1.the recruitment process - for example, job advertisements or interviews being inaccessible because of your disability

2 . Offering unfair terms of employment - for example, because of your race or religion 3. Denying access to training - for example, because of age
4. Refusing or having limited access to opportunities for promotion, transfer or other employment benefits - for example, because of your parental status
5. Unfair dismissal, retrenchment or demotion - for example, because you become pregnant.

If we have a diverse workplace in our business, we benefit from the different talents, experiences and perspectives of our employees. Good employees are our greatest asset. Recruiting and keeping the right people is paramount to our business success, so we value and endorse this policy wholeheartedly.

ANTI-DISCRIMINATION POLICY / EQUALITY POLICY ACTION PLAN 2021 - 2022

Objective One – To analyse in detail the differences between guests i.e. race, beliefs age etc

Expected Outcome - To ensure that all Guests have an equal chance at being offered services expected according to their diversity.

Target Date - Current

Lead person Involved - Alison Watts

Objective Two - To analyse in detail the differences between employees, i.e. race, beliefs , sex, education etc

Expected Outcome - to ensure that all have equal chances on training and personal development

Target Date - Current

Lead person Involved - Alison Watts

Objective Three - Equality Analysis and Training to be completed and the process for fair and transparent selection of staff

Expected Outcome - Fair and transparent staff selection process

Target Date - Current

Lead person Involved - Alison Watts

Objective Four– complaints from Guests with disabilities

Expected Outcome – All staff to be aware of discriminatory practices and to receive training

Target Date – July 2022

Lead Person Involved – Alison Watts

QUALITY ASSURANCE POLICY

20 The Barons Luxury Serviced Apartments was established in 2012. Since then we have invested in facilities, equipment, manpower and staff and development of modern practices that allow us to ensure the quality of services we provide.

We are committed to continuous improvement therefore we have established quality assurance policies and standards to enable us to ensure the best possible outcome for our esteemed and discerning guests.

We have the following systems and procedures to support us in measuring and improve our performance:

a) Guest Feedback

We use Guests Questionnaires in Rooms -Trip Advisor
The collected data help us to take corrective action when needed. Guest feedback is essential for measuring performance and allows us to make recommendations or suggest initiatives that will improve the guest experience.

b) Customer complaints procedure

We take the time to look at customer complaints and wherever possible have a personal discussion with the guests, so that we can make more meaningful customer service change recommendations and solve issues quickly

c) Staff Training and Development

Recruiting the best and most motivated people in the industry
Developing our employees' skills and behaviours to ensure a consistent, high level of talent throughout our Company

e) Health & safety audits

Since 2012, we have been taking part in Quality in tourism, Visit Britain and ASAP/ISaap quality control inspections. we implement continuous quality checks upon receipt of all products and materials and weekly throughout our apartments. Our aim is the complete satisfaction of guests as well as the our staff.

The quality control implementation of operating procedures in all parts of the apartment block is daily and the results are evaluated by management immediately in order to avoid discrepancies and unnecessary delays due to reforms.

ACW November 2021 - 2022