



The *Ennismore* Way

ENNISMORE

June 2023
External



LIVING OUR VALUES

At Ennismore, we are all about creating brands which inspire discovery and, as we grow globally, there are a few things we need to be mindful of to ensure we, and those who we work with, are living our values.

The Ennismore Way is how we put our values into practice. We set the bar high, and our commitment to the highest possible standards helps us attract great people and partners, build great brands and attract loyal guests.

We expect our partners, contractors, consultants and suppliers to follow The Ennismore Way.

SPEAK UP

If you feel Ennismore or one of the Ennismore team, or any of our partners, contractors, consultants and suppliers, are falling short of our collective commitment, please speak up. Never sit in silence.

You can, at any time, contact:

- [ACCOR Integrity Hotline Platform](#)

Reporting a concern, in good faith, is in the best interest of Ennismore. Please do not be afraid to speak up.

We are all in this together.

SHARAN PASRICHA & GAURAV BHUSHAN
CO-CEOS, ENNISMORE



COME AS YOU ARE

We pride ourselves on having a unique and diverse group of guests who love discovering our brands. We also want to encourage a diverse team, from all walks of life, to provide the best service. We believe everyone has an equal opportunity to be a part of the Ennismore family, so discrimination or harassment, of any kind, will not be tolerated.

At Ennismore, we are committed to building an inclusive community where we celebrate difference, welcome diversity of thought and where people are accepted for who they are.

We ask that everyone takes part in building our inclusive community by ensuring respect and tolerance for everyone, regardless of gender, race, belief, sexual orientation or background.

WE'RE IN IT TOGETHER

- We must all do whatever we can to ensure there are no instances of forced labour, human trafficking, child labour or other unfair/illegal working conditions in any part of our business.
- We must also ensure that we do everything possible to protect the vulnerable against exploitation in our business.
- We also expect our partners, contractors, consultants and suppliers to comply with our compliance policies. We want to ensure that everybody who is working with us shares our values.
- If you become aware, suspicious or worried about any issues within Ennismore or any other companies we interact with, please let us know through the [ACCOR Integrity Hotline Platform](#)

NO TIME FOR VIOLENCE

We are committed to a violence-free work environment and will not tolerate any level of violence or the threat of violence in the workplace. If you become aware of any threat of violence, you should immediately report it.





BE HUMBLE & OPEN

RESPECT. FULL STOP

We're committed to creating a supportive work environment and we are all expected to do our utmost to create a workplace culture free of harassment, intimidation, bias and unlawful discrimination.

We hope everyone also has this level of respect for the local communities and environment surrounding our offices, hotels and venues.

NO BULLIES

There is no place for any form of discrimination, harassment or bullying (verbal, physical, or visual).

If you believe you have been intimidated or harassed by a colleague, a partner or a vendor, we strongly encourage you to report the incident to your manager or the People team.

IF IT SOUNDS TOO GOOD TO BE TRUE...

- As a global business dealing with many suppliers, we have to be careful to make and receive payments properly and not allow others to cut corners or break the law.
- We must be aware of the risk of money laundering which is a criminal offence.
- We must also be alive to potential fraud risks.
- All payments must be made after receiving proper invoices to people or companies whose names we know and recognise and with payment details set up on our systems.



MAKE A POSITIVE IMPACT

GIFTS

We all love gifts, right? However, the rules are simple: don't give or accept a gift or invitation if it looks like you or they are getting something personally in return.

This includes guests and past, current or potential suppliers, which can create an awkward situation or the appearance of bribery.

- Accepting any gift or hospitality from a company that is in the process of bidding for work or services is against the law, no matter how small the gift is.
- It is also against the law to accept gifts or hospitality from a company that doesn't currently work with us – that can be interpreted as an incentive to put their product or services in a favourable position.
- Some laws prohibit bribery in every commercial setting; sometimes, what constitutes a bribe can be unclear.
- Also, if ever dealing with any national or local government departments or officials, gifting, in this case, is a no-no, not ever!

Please contact legal@ennismore.com for further details of our Gifts Policy.

SPEAK UP

If you have questions or doubts regarding appropriate behaviour, or you suspect or have knowledge of a violation of this policy, please **Speak Up**. You can, at any time, use the Accor Integrity Hotline:

[ACCOR Integrity Hotline Platform](#)

Reporting a concern, in good faith, is in the best interest of Ennismore. We are all in this together and should work as one team to tackle any corruption within the business. Ennismore will not allow retaliation against anyone who reports misconduct. Please never be silent, and never be fearful of speaking up, which is always the best course of action.





WE WORK HARD, MAKE IT FUN

Ennismore aspires to be a different kind of company. It is impossible to spell out every possible ethical scenario we might face. Instead, we rely on everyone, including our partners, contractors, consultants and suppliers, to exercise good judgment and to uphold a high standard of integrity. We expect everyone to be guided by The Ennismore Way.

Remember, we are all about creating brands which inspire discovery, so whatever you do, make sure you make it fun and memorable for you, the team and our guests.

FURTHER GUIDES

Ennismore is in a joint venture with Accor – therefore, we want to make you aware of their Compliance Policies which cover similar topics and which also apply to Ennismore:

- [Accor Ethics and CSR Charter](#)
- [Accor Responsible Procurement Charter \(PDF download\)](#)



Thank
you

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