

# Human Resources

## Policy and Procedure Manual

### Contents

Human Resources Policy and Procedure Manual .....	1
Welcome .....	3
Our Company History.....	4
What We Do.....	5
Our Clients .....	6
Our mission, vision & values .....	7
Your employment .....	8
Business Environment .....	10
Code of Conduct Policy.....	12
Dress Code Policy.....	14
IT, Internet, Email & Social Media Policies .....	15
Recruitment.....	19
Induction.....	20
Training & Development.....	21
Probation.....	22
Occupational Health & Safety .....	23
Equal Employment Opportunity (EEO) and Freedom of Association.....	26
Pregnancy at Work.....	31
Flexible Working Arrangements .....	32
Leave .....	34
Performance Management.....	37
Performance improvement.....	38

Complaints Procedure, Representation, Disciplinary Procedures .....	41
Conflict of Interest .....	44
Intellectual Property & Security .....	46
Internal Environment Policy .....	47
Andaman Discoveries - Policies and Declaration .....	54

# Welcome

Welcome to Andaman Discoveries! You have an important role to play in our success and in the livelihood of the villagers' community-based tourism development.

The purpose of this Manual is to introduce you to Andaman Discoveries, give you some information about our history, our clients and what we do. You will also find information about your terms and conditions and employment, our expectations around your behavior and our policies and procedures. This manual should be read in conjunction with your Contract of Employment and other Andaman Discoveries relevant policies.

This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within this Manual are easily listed and easily accessed via the contents page. This Manual will be updated as required as our business evolves and grows. You will be notified of any changes as they occur. If you have any questions about the content please do not hesitate to speak with our Director Pi Tui or our client relations manager Lindsey Reding.

# Our Company History

Andaman Discoveries is a leader in sustainable tourism and development in Thailand. We have been working with tsunami-affected communities to provide authentic community-based tours, study and service trips, and volunteering opportunities since 2005. We are a social enterprise, and our programs benefit both the guest and the host.

Andaman Discoveries is based in Kuraburi, a relatively undeveloped area just north of the resorts of Phuket and Khao Lak. The cultural diversity and spectacular natural beauty of the region make it a fascinating place to explore. Muslim, Buddhist and Moken villages live side by side in harmony. Fishermen and farmers still make a living from their traditional livelihoods.

Our clients have the opportunity to learn about the traditional culture of the local people and take part in day to day village activities. Our clients help support the long-term economic rehabilitation of the region in the wake of the 2004 tsunami, and to protect the culture and environment of the region from encroachment of mass tourism.

## What We Do

We offer a range of community based tourism programs that foster responsible and sustainable tourism. See below our three main program areas:

*Village Tours* focus on activities within our network of communities along the North Andaman coast. Here guests can engage with local villages in livelihood, handicraft and nature base activities. Thai culture and food are at the centerpiece of the tour. Allowing guests to immerse in the simple and natural lifestyle enjoyed in Southern Thailand.

*Regional Tours* encompass our cultural activities along with eco adventures and relaxation destinations to provide guests with a holistic experience of the North Andaman region. Our tours allow guests to be a part of responsible tourism while on holiday in Southern Thailand. This packet highlights our most popular tours and showcases the range of our programs, which can be tailored into a unique tour to suit the guests' interest.

*Volunteer and Service Placements* are of great value to the villages, schools, and children's homes that we serve. We also provide our partners with financial support as they rely on limited government funding and/or donations. A project donation to the volunteering location is included in the program.

## Our Clients

At Andaman Discoveries we work with clients through direct bookings and also clients that come directly through agents. All clients are interested in experiencing an authentic, culturally and environmentally sustainable program. The majority of clients are older couples, young families or couples travelling. Volunteers tend to be in their twenties on gap year or older couples that are retired. Study and Service groups are around 14-18 years old in their junior or senior year of high school. We rarely get individuals or backpackers. Clients come from a range of places including: Europe, Australia and the U.S.A.

# Our mission, vision & values

## **Mission Statement:**

Our Mission is to be the bridge between respectful guests that are striving to travel in a sustainable way and community based tourism programs that contribute to community capacity development, education, conservation, sustainability and cultural empowerment.

## **Vision Statement:**

Our vision is to:

Maintain quality, sincerity, respect and personal service to our guests and community partners. By seeing the value of each individual we aim to create meaningful, sustainable, educational and memorable experiences for both the guest and the host.












To be a small, high-quality organization with a fair distribution of profit between our business, communities, the environment, and partner groups in the North Andaman region.

Work towards addressing global issues such as climate change, human rights, nature conservation and sustainable development through the grass roots level.

Create programs in collaboration with the communities in which we work and use local resources to have a positive social, environmental and financial impact.

Facilitate community-based, innovative projects to help foster knowledge sharing, environmental stewardship, and cultural exchange.

## **Values:**

-  Respect
-  Sincerity
-  Friendliness
-  Supportive compassion
-  High-quality professionalism
-  Happiness
-  Flexibility
-  Initiative
-  Compassion and Understanding
-  Cultural Sensitivity
-  Sustainability

# Your employment

Your employment with Andaman Discoveries is essentially governed by your contract of employment, Andaman Discoveries Policies, in conjunction with this Manual. The following section provides general information regarding your pay, conditions and our expectations of you.

## **Payroll**

Wages will be calculated on a monthly basis, assuming 180 hours of work per month. Payment will be made as a monthly reimbursement for the services of the Employee on the 30<sup>th</sup> of each month. If the payment day partly covers official holidays and/or weekend, the payment shall occur on the previous day.

Annual bonus will depend on overall profitability of the company; and, if available, will be based on staff seniority, Employee performance, and tenure of over 6 months.

### Changing Pay Details

Please advise our Finance Manager, Pi Nat via email should you wish to change any pay details like changing or closing your bank account. Please ensure you notify us prior to the date you wish for the change to be effective by. Your payroll contact is the {Insert Position Title} and all requests for changes should be made via email.

## **Hours of Work**

Employee is required to carry out their duties during official working hours of 8.30 to 17.30; and at other times as necessary to complete the work at hand. Service of the Employee may be required on some Official Holidays, and prior notice will be given.

You may need to work on the weekends.

Your Manager will work with you to establish your standard hours of work and break times.

Andaman Discoveries adopts a common sense approach to managing work hours.

## **Overtime and Additional Hours**

Overtime is work which is performed at the direction of the manager and which is in excess of your contracted hours of work. If you cannot for some reason work reasonable



additional or overtime hours you must notify your Manager as soon as practicable with the reasons as to why. You may need to work on the weekends, in which that time will be kept and recorded as paid time off to be used by the end of November each calendar year.

## **Lateness for work**

Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to your supervisor as soon as practicable (and prior to your normal starting time wherever possible). If you are unable to do this personally, you are requested to ask someone to telephone on your behalf.

Subsequent to this, you must keep your Manager informed of your progress.

Wherever possible you should make dental, medical, business or other appointments outside your normal working hours.

It is essential that you are ready to commence work at your normal commencement time as other employees and the business depend upon you and your contribution.

## **Reimbursement of Expenses**

Andaman Discoveries will reimburse employees for pre-approved expenses properly incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing the Practice with receipts or other evidence of payment and of the purpose of each expense, in a form reasonably required by the our Financial Manager, Pi Nat.

## **Travel**

Reasonable pre-approved travelling expenses, where incurred in the performance of an employee's duties, will be reimbursed, provided that all claims are made on the appropriate form, signed by either Pi Nat or Pi Tui and supported with the necessary substantiating documentation. The payment of expenses is at all times subject to the prior authorisation of Pi Nat or Pi Tui. Employees will strive use low impact forms of travel and offset their carbon footprint if travelling by plane or long distances.

# Business Environment

## Work Areas

As many employees work in an open plan area, it is important that your workstation and or desk remains clean and tidy and free of boxes, papers and magazines. Our expectation is that your workstation will be cleared and tidied at the end of every day. Any items that require storage should be put away, hard copy paper files should be kept to a minimum, with soft copies of files stored on the relevant shared drive electronically. Laptops should not be left on desks overnight unless you have your own lockable office. You are allowed to lock sensitive information like passports in our office safe located in the back of the office, ask Pi Nat or Pi Tui for access.

## Security

Entry to the Andaman Discoveries premises during and / or outside of normal business hours will be by way of keys.

It is the responsibility of every Andaman Discoveries employee to ensure that their copy of the office keys are kept in safe custody. It must be returned on demand.

If building access devices are lost or misplaced, you must notify your Manager immediately.

Employees must ensure that all confidential/sensitive documents are locked away at night. You should make sure that your personal belongings and valuables are locked away and secured. Personal property is not covered by Company insurance.

## Kitchen and Bathrooms

Please keep the kitchen and bathroom areas clean at all times, cleaning up after use. You should be mindful that these are public areas and you should be respectful to others by always cleaning up after yourself. If you use dishes, please put them in the dish washing area for the weekly office cleaner, or wash them yourself.

If there are any issues with these facilities you should notify your Manager immediately.

## **Printing**

Save costs on printing wherever possible by printing on both sides of paper. Please pick up all printed matter off the printer and ensure that the printer is stocked with paper at all times. Colour printing should be kept to a minimum.

## **Waste Bins**

These bins should be used for any items which are not recyclable eg; plastics, metal, a pen, food scraps etc. Please use your discretion and be mindful of disposing food scraps in the office. Liquids should not be poured/ placed into bins.

## **Recycling Bins**

Please recycle where you can by using the appropriate bins located in the back of the office. Please separate between plastics, paper/cardboard, glass and hazardous waste.

## **Security Disposal/Shredders**

Paperwork with any sensitive or confidential Andaman Discoveries information needs to be disposed of by either being shredded. Documents to be shredded include but are not limited to:

- Company Information
- Client information
- Forms
- Terms and conditions
- Policies

## **The noise factor**

Try to avoid shouting at each other across the office or on site at a client and respect people's busy periods or meeting times. Or if someone is engrossed in something at their computer or there are more than two people meeting with someone, it usually means they are busy. Try to talk quietly when you are on the telephone and respect others around you.

# Code of Conduct Policy

## Purpose

This policy affirms Andaman Discoveries' belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that Andaman Discoveries expects of all employees.

## Principles

Our employees contribute to the success of our company and that of our Clients. Andaman Discoveries fully endorse that all employees are not deprived of their basic human rights.

Furthermore, our employees have an obligation to the Business, our Clients, community members, school partners and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and Client trust.

## Policy

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, Clients, suppliers and community members. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients, suppliers and community partners
- Avoid apparent conflict of interests, promptly disclosing to a Andaman Discoveries' senior manager (Pi Nat or Pi Tui), any interest which may constitute a conflict of interest
- Promote the interests of Andaman Discoveries in an ethical manner following the anti-bribery and corruption policy

- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your employment with Andaman Discoveries and/or our Clients
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts and follow our anti-bribery and corruption policy as guideline.
- If giving or receiving money follow our anti-bribery and corruption policy as guideline
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.
- Follow Andaman Discoveries' environmental policy and strive to reduce environmental impact in all areas and promote sustainability
- Follow Andaman Discoveries child protection policy
- Follow Andaman Discoveries' Animal Welfare and Protection of biodiversity clause

Andaman Discoveries expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from Director, Pi Tui or Client Relations manager Lindsey Reding.

This policy will be regularly reviewed by client relations manager Lindsey Reding and any necessary changes will be implemented by the client relations manager Lindsey Reding or Director Pi Tui.

# Dress Code Policy

Andaman Discoveries' objective in establishing a safe and comfortable environment includes setting some standards for workplace dress code. This is to enable all people to project a culturally respectful and professional image that is in keeping with the needs of our clients and customers to trust us. Dress code at Andaman Discoveries is conservative casual. For women we ask that you dress respectfully. When out of the office, please respect the same protocol even when on recreational activities in Kuraburi unless you are in a touristy area. In village we have strict guidelines for dress code please see our in-village guide for information on this or ask an AD Thai employee.

# IT, Internet, Email & Social Media Policies

## Internet Use

The internet is provided by Andaman Discoveries for business use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic, gambling. Management has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal.

## Email Use

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
4. Non-essential emails should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
5. All emails sent must include the approved business disclaimer.

To protect Andaman Discoveries from the potential effects of the misuse and abuse of email, the following instructions are for all users:

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Andaman Discoveries in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.

3. When using email a person must not pretend to be another person or use another person's computer without permission.
4. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
5. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

This policy also applies to all employees, contractors, sub-contractors, partners, agents, volunteers or interns of Andaman Discoveries who:

have an active profile on a social or business networking site such as LinkedIn, Facebook, MySpace, Bebo, Friendster or Twitter;

write or maintain a personal or business' blog; and/or

post comments on public and/or private web-based forums or message boards or any other internet sites or website platforms.

This policy does not form part of an employee's contract of employment.

## **Professional Use of Social Media**

Andaman Discoveries expects its employees to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

This policy applies to all employees, partners, agents, intern and volunteers of Andaman Discoveries who contribute to or perform duties such as:

- maintaining a profile page for Andaman Discoveries on any social or business networking site (including, but not limited to LinkedIn, Facebook, MySpace, Bebo, Friendster or Twitter);
- making comments on such networking sites for and on behalf of Andaman Discoveries;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of Andaman Discoveries; and/or
- posting comments for and on behalf of Andaman Discoveries on any public and/or private web-based forums or message boards or other internet sites.



## **Procedure**

No employees, contractors, sub-contractors, partners, agents, volunteers or interns is to engage in Social Media as a representative or on behalf of Andaman Discoveries unless they first obtain permission from client relations manager Lindsey Reding or from Director Pi Tui, or get permission from the entire AD staff at a weekly team meeting.

If an employee, contractors, sub-contractors, partners, agents, volunteers or intern of Andaman Discoveries is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of Andaman Discoveries.

All employees, contractors, sub-contractors, partners, agents, volunteers or interns of Andaman Discoveries must ensure they do not communicate any:

- Confidential Information relating to Andaman Discoveries or its clients, business partners or suppliers;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of Andaman Discoveries without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.
- Political, environmental, human or animal “hot topics” that may be controversial to readers

Confidential Information includes any information in any form relating to Andaman Discoveries and related bodies, clients or businesses, which is not in the public domain. This includes, but is not limited to information relating to policies and procedures, agent information, client information, invoices, revenue, program and pricing

## **Private / Personal Use of Social Media**

### **Procedure**

Andaman Discoveries acknowledges its employees, contractors; sub-contractors, partners, agents, volunteers or interns have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by Andaman Discoveries. However, inappropriate behaviour on such sites has the potential to cause damage to Andaman Discoveries, as well as its employees, clients, business partners and/or suppliers.

For this reason, all its employees, contractors; sub-contractors, partners, agents, volunteers or interns of Andaman Discoveries must agree to not publish any material, in any form, which identifies themselves as being associated with Andaman Discoveries or its clients, business partners or suppliers.

All employees, contractors, sub-contractors, partners, agents, volunteers or interns of Andaman Discoveries must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to Andaman Discoveries or its clients, business partners, community partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of Andaman Discoveries, or its clients, business partners, Community partners or suppliers; and/or
- contains any form of Confidential Information relating to Andaman Discoveries, or its clients, business partners or suppliers.

All employees, contractors, sub-contractors, partners, agents, volunteers or interns of Andaman Discoveries must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, suspension from the workplace and/or permanently or temporarily denying access to all or part of Andaman Discoveries' computer network.

For the purposes of this policy, the following definitions apply:

**Social Media** includes all internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (i.e. Facebook, LinkedIn), video and/or photo sharing websites (ie. YouTube, Flickr), business/corporate and personal blogs, micro-blogs (i.e Twitter), chat rooms and forums and/or Social Media:

# Recruitment

## Policy

Andaman Discoveries recognises a robust and professional approach to recruitment and selection helps us to attract and appoint individuals with the necessary skills and attributes to fulfil our aims and support our business goals.

All appointments should be made on the Principle of Merit, compliance with all relevant Federal & State Legislation and adherence to this policy and related processes.

Our Business recruits people via the following methods:

- Internal
- External
- Employee Referred

## Procedure

1. Create a simple position description for the job covering key activities, tasks, skills required, expectations, deliverables and safety considerations. When advertising, avoid discriminatory language e.g. young person. Target the requirements of the job e.g. we seek an energetic person.
2. The recruitment process may include some or all of these: an application form, interviews, practical testing, reference checks, trial period of 3 months. If undertaking an interview ensure there are no possible discriminatory requests for information, for example *Do you plan to have a family in the near future?*
3. Give the successful candidate a contract of employment setting out clear terms and conditions. This includes the nature of employment e.g. permanent part time, casual. The contract should include a welcome note and start details.
4. Once the candidate has accepted, contact the unsuccessful candidates as a matter of courtesy.

# Induction

## Policy

Andaman Discoveries will make sure all new employees feel welcome and are ready to start work safely and competently through the use of a proper formal Induction process which this manual forms part of.

## Procedure

Complete Andaman Discoveries New Employees induction checklist for each new employe and facilitate the below requirements:

- introductions
- welcome tea/coffee or lunch
- workplace tour
- procedures and evacuation
- business overview
- who's who
- a working safely plan
- training plan
- IT system orientation
- policy and procedural requirements, e.g. equal employment opportunity

# Training & Development

## **Policy**

Andaman Discoveries will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses. We will cover the cost of trainings that are related to our company.

# Probation

## **Policy**

The 3 month probationary period is a time for both the employee and the business to assess suitability, fit and competency within a role. During this period Andaman Discoveries commits to reviewing employee performance and at the end of this time ongoing permanent employment will be confirmed or denied.

## **Procedure**

1. Managers to give informal and formal appraisal during the probation period.
2. Give at least one formal appraisal four weeks before the end of probation.
3. At the end of the probation period, complete a final probation appraisal and advise the employee of the result via verbal agreement.

# Occupational Health & Safety

## Policy

Andaman Discoveries will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, agents, partners, community partners, guests visitors and members of the public who may be affected by our work.

To do this, Andaman Discoveries will:

- maintain safe systems of work, and a safe working environment
- consult with employees and health and safety local representatives on safety
- provide protective clothing and first aid equipment, and enforce its use
- provide information and training for employees for basic first aid to be used on themselves or with guests when in the village
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety
- provide employees with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace.

All persons responsible for the work activities of other employees are accountable for:

- identifying practices and conditions that could injure employees, clients, members of the public or the environment
- controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their manager
- making sure workers use personal protective equipment (PPE) and first aid kits, training workers to use PPE and first aid kits
- making sure PPE and first aid kits are maintained and working properly

Andaman Discoveries demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

## **Manual handling policy**

It is Andaman Discoveries policy to provide all employees with a safe and healthy workplace by identifying, assessing and controlling manual handling risks.

While management is responsible for the health, safety and welfare of all staff, all employees must report potential and actual manual handling hazards.

Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

## **Workers' compensation policy**

All employees may be eligible for workers' compensation benefits if injured while at work.

## **Injury procedure**

If there is an injury:

1. The first priority is medical attention. Seek out any AD staff member for direct assistance, they will get the first aid kit and do immediate first aid. If injury is serious injured employee should be taken to the local hospital in Kuraburi. For an ambulance or emergency health team 1669. Contact details for Kuraburi Hospital: +66 (0) 764 **91709**, 0764 **91119**, 0764 **91710**
2. Any employee who is injured on the job, experiences a safety incident or a near miss, must report the incident to Andaman Discoveries Director Pi Tui.
3. The manager must write an injury report and report to the proper governing peoples. This standard report must include:
  - employee's name and job details
  - time and date of injury
  - exact location the injury/incident occurred
  - how the injury/incident happened
  - details of the injury/illness and the part/s of the body injured
  - names of any witnesses



- name of the person entering details
  - date the employer was notified
4. Andaman Discoveries will let the injured employee know in writing that we have received notification of any injury or illness report from the proper governing people's.

## **Smoking policy**

Smoking on permitted in front of the office. Smoking is not permitted in culturally sensitive situations like at local Thai government schools or community meetings. Smoking breaks are not limited to employees as long as employee takes smoke break and returns immediately to office upon smoking completion.

## **Alcohol & drugs policy**

Andaman Discoveries is concerned by factors affecting an employee's ability to safely and effectively do their work to a satisfactory standard. The business recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

Andaman Discoveries will do its utmost to create and maintain a safe, healthy and productive workplace for all employees. Andaman Discoveries has a zero tolerance policy in regards to the use of illicit drugs on their premises or the attending of other business related premises (e.g. clients) while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

Andaman Discoveries does not tolerate attending work under the influence of alcohol. This may result in performance improvement action or dismissal.

Andaman Discoveries, at times, makes alcohol available to staff over the age of 18 during employee outings, parties or celebrations. Limiting the consumption of any alcohol made available is the responsibility of the employee. Driving over the legal limit or under the influence of illicit drugs is illegal.

# Equal Employment Opportunity (EEO) and Freedom of Association

## Policy

The company will not tolerate discrimination based on race, color, religion, gender, age, national origin, sexual orientation, marital status, disability or any other protected class. Andaman Discoveries strive for equal opportunities for all present and potential employees and therefore do not discriminate against anyone for their membership of or affiliation to any trade unions or political parties, employees are free to join trade union if they wish.

This policy applies to all staff, interns, volunteers, community partners, agents and partners and covers all work-related functions and activities including external training courses sponsored by Andaman Discoveries.

It also applies for all recruitment, selection and promotion decisions.

The objective of Andaman Discoveries' Equal Opportunity Policy is to improve business success by:

- attracting and retaining the best possible employees
- providing a safe, respectful and flexible work environment
- delivering our services in a safe, respectful and reasonably flexible way

## Discrimination, Sexual Harassment and Bullying

Andaman Discoveries is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

### Discrimination:

**Direct discrimination** occurs when someone is treated unfavourably because of a personal characteristic that is protected under Victorian law.

**Indirect Discrimination** occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

**Sexual harassment** includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated. Thai staff will train new employees about sexual harassment in regards to Thai culture.

**Workplace bullying** may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

Andaman Discoveries provides equal opportunity in employment to people without discrimination based on a personal characteristic listed below:

- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- sex

- sexual orientation
- age

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to Director Pi Tui or client relations manager Lindsey Reding.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

## **Reasonable adjustments**

Reasonable adjustments are changes that allow people with a disability to work safely and productively.

Andaman Discoveries will make reasonable adjustments that are available to be done in our rural location for a person with a disability who:

When thinking about reasonable adjustments Andaman Discoveries will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it is not likely to be reasonable.

In some cases Andaman Discoveries can discriminate on the basis of disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability could not perform the genuine and reasonable requirements of the job even if the adjustments were made.
- Adjustments are too costly
- Adjustments are unavailable due to our rural location

## **Procedure: To make a complaint**

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly), otherwise speak to either Director Pi Tui or client relations manager

Lindsey Reding or person you feel the most comfortable talking to. Keep a written record of the incident(s).

2. If the unwelcome behaviour continues, contact Director Pi Tui or client relations manager Lindsey Reding or person you feel the most comfortable talking to, this person will need to report the incident to Pi Tui or Lindsey.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

### **Procedure: To receive a complaint**

When Director Pi Tui or client relations manager Lindsey Reding receives a complaint or becomes aware of an incident that may contravene Andaman Discoveries HR Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of Andaman Discoveries' HR Policies then the manager should:
  - act promptly
  - maintain confidentiality

If an investigation is requested or is appropriate, follow the next procedure.

### **Procedure: To investigate a complaint**

When Director Pi Tui or client relations manager Lindsey Reding investigates a complaint, they should follow this procedure.

1. Do not assume guilt.
2. Advise on the potential outcomes of the investigation if the allegations are substantiated.

3. Interview all directly concerned, separately.
4. Interview witnesses, separately.
5. Keep records of interviews and the investigation.
6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the manager will still make a decision regardless.
7. Listen carefully and record details.
8. Ensure confidentiality, minimise disclosure.
9. Decide on appropriate action based on investigation and evidence collected.
10. Check to ensure the action meets the needs of the complainant and Andaman Discoveries.
11. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

## **Possible outcomes**

If after investigation Director Pi Tui or client relations manager Lindsey Reding finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal). Depending on severity of the claim, perpetrators are given 3 warnings before termination
- an apology (the particulars of such an apology to be agreed between all involved)
- suspension from the office and work related activities for agreed upon time
- training

# Pregnancy at Work

## **Advising of pregnancy**

Andaman Discoveries encourages employees to inform their manager of their pregnancy as soon as possible. However, we respect that an employee may not wish to advise us of her pregnancy earlier than the minimum notice period.

We also respect an employee's wishes regarding when it is appropriate to tell colleagues about the pregnancy.

## **Harassment while pregnant**

Andaman Discoveries is committed to ensuring the safety of pregnant employees and considers harassment, bullying and discrimination to be unacceptable behaviour.

(See the Equal Employment Opportunity policy on page 26 for our general policy and procedure on harassment, bullying and discrimination.)

## **Safety at work**

Andaman Discoveries understands pregnancy to be a healthy and normal process and recognises that women have different experiences. When an employee notifies her manager that she is pregnant, the manager will ask the employee to let them know if they experience any changes to their work capacity during the pregnancy. The employee and her manager will then discuss what is needed to keep the employee safe at work and adjustments will be made accordingly where possible.

Options to reduce hours, change of duties, light duties, rotated tasks, provision of a chair and provision of additional breaks are common ways to ensure safety at work, and will be considered on a case-by-case basis.

## **Maternity Leave**

Maternity leave reimbursement will be paid as follows: three month's salary upon beginning of maternity leave as defined by a doctor's note.

# Flexible Working Arrangements

Employees may request flexible working arrangements based on personal, parental and carer responsibilities. Employees are encouraged to put the request in writing.

Andaman Discoveries will consider this request, and consider all relevant facts and circumstances in deciding whether or not to agree to the request. Such a request will not be refused unless it is reasonable to do so.

Circumstances that may be relevant to determining whether a refusal is or is not reasonable include:

- the nature of the employee's work and parental or carer responsibilities
- the nature and cost of the arrangements required for an employee to fulfil their family or carer responsibilities
- the financial circumstances of the employer
- the size and nature of the workplace and the employer's business
- the effect of the flexible working arrangements on the workplace, including the financial impact on the business
- the consequences for the employer of having the flexible working arrangements
- the consequences for the employee of not having the flexible working arrangements

Other factors that might be relevant in a particular case include:

- when the arrangements are to commence
- how long the arrangements will last
- information that has been provided by the employee about their situation
- the accrued entitlements of the employee, such as personal, carer's or annual leave
- whether any legal or other constraints affect the feasibility of the employer accommodating the responsibilities, such as occupational health and safety laws or award penalty rates.



Flexible work arrangements will also be considered as a form of reasonable adjustments to allow people with a disability to work safely and productively (see information on reasonable adjustments above).

This right applies to all employees including permanent full-time and part-time employees, as well as casual employees, regardless of role of job function.

Employees must put such a request in writing.

Andaman Discoveries will provide a verbal and written response granting or refusing the request within 21 days and will only refuse such requests on reasonable business grounds. These reasons will be detailed in the written refusal.

## **Options for flexible work practices**

Flexible work options which may be considered by Andaman Discoveries include:

- permanent, part-time work
- work from home
- compressed hours – where the employee works additional daily hours to provide for a shorter working week or fortnight

This is not an exhaustive list, and other options may be agreed.

Employees utilising flexible work practices will be treated no less favourably than any other employee. Flexible working is not a barrier to promotion or supervisory responsibilities.

# Leave

## **Annual leave policy**

The Employee will be entitled to pay Public Holidays gazetted by the Government. After 11 months of continuous employment, the Employee will receive ten days annual holiday per year; and will be allowed unpaid holiday leave at the discretion of the Employer.

The Employee shall not be allowed to accumulate and postpone Holidays beyond each calendar year. Andaman Discoveries will decide on a case-by-case basis whether it will agree with an employee to 'cash out' annual leave.

In some circumstances, leave in advance of what leave has accrued may be approved. This is conditional on the employee agreeing to the business deducting any advance in the event of termination, or to the employee accepting leave without pay.

## **Personal (sick) leave policy**

Employee is entitled to paid sick leave as long as he/she is sick, sick leave of three days or more Employer may require the Employee to produce a certificate from a first class physician or an official medical establishment, The Employee shall give an explanation to the Employer.

## **Carer's leave policy**

Carer's leave is available to an employee for the care or support of an ill family or household member or if an unexpected emergency affects a family or household member. It is typically part of personal (sick) leave and is dealt with similarly to above.

Employees including casual employees are entitled to take up to two days unpaid carer's leave for each occasion of family or household member illness or unexpected emergency. An employee cannot take unpaid carer's leave if they could instead take paid carer's leave.

## **Compassionate leave policy**

Compassionate leave is paid leave taken by an employee to spend time with a family member/member of the employee's household, who has a personal illness, or injury, that

poses a serious threat to his/her life, or after the death of a family member/member of the employee's household.

Each employee is entitled to a period of two days paid compassionate leave for each occasion where a family member has died, or the employee needs to spend time with a seriously ill family member. Additional unpaid leave may be granted at management discretion.

Casual employees are entitled to two days unpaid compassionate leave for each occasion.

## **Parental leave policy**

### **Unpaid parental leave**

Employees (including a de facto or same sex partner, or single person) who are expecting a child or adopting a child are eligible for 52 weeks of unpaid parental leave if they are:

- permanent full-time or part-time with at least 12 months service prior to the expected date of birth or adoption placement

### **Applying for leave**

An employee wishing to take unpaid parental leave must provide written notice at least 10 weeks before starting the leave (or as soon as is practicable) including the intended leave start and end dates.

Leave dates or any changes of dates must be confirmed at least four weeks before the leave starts. The manager will confirm the leave and any affected entitlements such as continuous service in writing.

### **Time in lieu policy**

Andaman Discoveries will grant time in lieu to an employee who is required to work outside their normal hours. Time worked towards time in lieu must be approved in advance unless exceptional circumstances exist, in which case management will consider granting approval after the time is worked.

Time in lieu will be added to the employee's annual leave. Andaman Discoveries will record time-in-lieu credits and debits. Generally, employee should take time in lieu in the same financial year within which they accrue it. A manager must approve time-in-lieu leave.

## **Leave without pay policy**

Management has the discretion to approve leave without pay that an employee is not otherwise entitled to.

## **Emergency services leave policy**

If an employee needs to take temporary absence from work because of voluntary emergency management activities (for example, as a volunteer dealing with an emergency or natural disaster as a member of SES, CFA or Army Reserve) then they should ask management for leave as soon as possible after they become aware of the need to take leave.

Andaman Discoveries will support such activities wherever possible, as an important community service.

Andaman Discoveries may require evidence of these activities at its discretion.

# Performance Management

## **Policy**

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review with their immediate manager at least once a year.

## **Procedure**

1. The manager and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
2. The manager and employee will meet and openly and constructively discuss performance over the period.
3. The manager and the employee will agree any objectives and outcomes for the next appraisal period.
4. Training and development will be considered as part of the process.
5. Notes should be taken of the meeting and copies kept.
6. Outside of this formal process, employees are encouraged to raise any issues they have when they arise.

# Performance improvement

## Policy

Where warranted Andaman Discoveries will use improvement processes to improve performance. Should such improvement processes be unsuccessful in improving an employee's performance, Andaman Discoveries may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

Andaman Discoveries requires a minimum standard of conduct and performance which will be made clear to employees in management appraisals. If an employee does not meet this standard, Andaman Discoveries will take appropriate corrective action, such as training. Formal performance improvement procedures will generally only start when other corrective action fails.

If an employee deliberately breaches business policy or procedure, or engages in misconduct, Andaman Discoveries may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an employee.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. Andaman Discoveries will give an employee the opportunity to defend themselves before management takes further action. Andaman Discoveries follows a three warning system before dismissal.

Note: If employees have a disability that requires reasonable adjustments to be made to the workplace or job to allow you to work safely and productively, they should raise this with their manager. Andaman Discoveries will only refuse such requests on reasonable business grounds.

## Procedure

1. Andaman Discoveries will advise the employee of any shortfall in their performance, and give them an opportunity to respond.
2. Once they respond, Director Pi Tui will consider their response and decide if performance improvement action should be taken. Andaman Discoveries will provide support where appropriate.

3. If the employee is given a verbal warning, the Director, Pi Tui should make a note of it, date it and sign it.
4. The Director, Pi Tui will advise the employee in clear terms what they see as the performance problem or the unacceptable conduct. To highlight the deficiency they should use specific examples, and refer to the correct policy or procedure.
5. The Director, Pi Tui will allow the employee to respond before making a decision and consider the employee's responses. The employee may have a support person present at such meetings.
6. The Director, Pi Tui will decide if more action is needed.
7. If a written warning is to follow, the manager is to:
  - document it and give the employee a copy
  - give the employee the opportunity (and their support person the opportunity) to sign the warning
  - keep a copy on file
8. The warning must clearly define:
  - the deficiency
  - a clear explanation of the expected standard
  - by when the employee needs to achieve it
  - how the business will help the employee achieve the improvement required
  - consequences of failing to improve
9. The Director, Pi Tui, will keep a record of all meetings, training and/or coaching given and a summary of discussions, and put a copy on the employee's personnel file. This should include date, location and time of discussion.
10. They will continue to support the employee and note the support they give, for example, training or counselling.
11. If the employee's performance or conduct doesn't improve, the manager will give the employee a final written warning and follow steps 4–10 above. This document needs to warn the employee in clear terms Andaman Discoveries will terminate their employment if there is not enough improvement, and a sustained improvement in, their performance.

**Note:** some circumstances justify going straight to a second or final warning.

## **Gross or serious misconduct policy**

Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved). Management should seek advice before taking this step.

### **Procedure**

1. Director, Pi Tui is to investigate the alleged offence thoroughly, including talking to witnesses, if any.
2. Director, Pi Tui should ask the employee for their response to the allegation (taking notes of this discussion) and allow them to have representation. The manager should also have a witness present. PI Tui shall give genuine consideration to the employee's response and circumstances.
3. If still appropriate, following a thorough investigation, Director, Pi Tui can terminate/dismiss the employee.
4. Director, Pi Tui should keep a file of all evidence collected and action taken in these circumstances.
5. Andaman Discoveries will send the employee a letter of termination noting brief details.



# Complaints Procedure, Representation, Disciplinary Procedures

## Complaints Procedure

### **Policy**

Andaman Discoveries supports the right of every employee to lodge a grievance/complaint with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, Andaman Discoveries will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

### **Procedure**

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

## **Representation**

A staff member may be assisted and/or represented by a staff representative in the circumstances detailed in the Agreement and this policy. In addition to the types of assistance which may be provided by a support person (as specified above), a staff representative may:

- ask questions during a meeting/interview, including seeking clarification regarding a point of information or interpretation regarding the policy or process;
- speak on behalf of the staff member to put forward any points of relevance, although this should not be seen by a staff member as a right to remain mute in such processes and not respond to the issues put to them;
- formally represent the staff member during pre-approved Andaman Discoveries work related tasks

A person who is appointed to be a staff representative may speak on behalf of the staff member, including in the absence of the staff member as appropriate. The staff representative will conduct themselves in accordance with the requirements of this policy.

A staff representative and staff member that is asking them to represent is required to notify Andaman Discoveries Director, Pi Tui in advance that they will be entering the workplace to support, assist or represent a staff member in accordance with the normal Policies and procedures at Andaman Discoveries.

## **Disciplinary Procedures**

### **Procedure: To investigate disciplinary problem**

When Director Pi Tui or client relations manager Lindsey Reding investigates a disciplinary problem they should follow this procedure.

- Advise person with disciplinary issue on the potential outcomes of the investigation if the allegations are substantiated.
- Interview all directly concerned, separately.
- Interview witnesses, separately.
- Keep records of interviews and the investigation.
- Interview the alleged person that is having disciplinary issues separately and confidentially. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the manager will still make a decision regardless.

- Listen carefully and record details.
- Ensure confidentiality, minimise disclosure.
- Decide on appropriate action based on investigation and evidence collected.
- Check to ensure the disciplinary action can be proven by using the human recourse policy and procedural manual, ethical code and all of Andaman Discoveries policies and procedures. Record and date what action the person in question broke.
- Discuss any outcomes affecting the person with disciplinary issue, going over each issue in our human recourse policy and procedural manual, ethical code and all of Andaman Discoveries policies and procedure

### **Possible outcomes**

If after investigation if Director Pi Tui or client relations manager Lindsey Reding finds actions needed to be taken against the person with disciplinary problems, Pi Tui will discuss with the person the appropriate outcomes which may include:

- disciplinary action to be taken against the person (counselling, warning or dismissal). Depending on severity of the claim, perpetrators are given 3 warnings before termination
- suspension from the office and work related activities for agreed upon time
- training

### **Conclusion and Documentation**

Once investigation has taken place and outcomes are concluded, Director pi Tui will have formal meeting with the person providing documentation about all disciplinary actions that were in question. The punishment and outcome will be written and also the course of action decided upon by both the person with disciplinary issue and also Director Pi Tui. The document will be signed by both persons.

# Conflict of Interest

## Policy

Conflict of interest arises whenever the personal, professional or business interests of an employee are potentially at odds with the best interests of Andaman Discoveries.

All employees are required to act in good faith towards Andaman Discoveries. Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of Andaman Discoveries.

As individuals, employees may have private interests that from time to time conflict, or appear to conflict, with their employment with Andaman Discoveries. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of Andaman Discoveries and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of Andaman Discoveries will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of Andaman Discoveries.

It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should raise the matter with their manager.

**Conflict of Interest for CBT tour operator:** As Andaman Discoveries operates in a small community, we ask you to be discreet and careful about your relationships (if any) with the local community. Any socializing usually becomes transparent quite easily in a small town so please tread very carefully in this respect. The ramifications can be great and can affect yours and the Andaman Discoveries' Reputation. Please respect this. If you have any queries or doubts, please do not hesitate to discuss with the Admin person.

## Procedure

Employees must:

- declare any potential, actual or perceived conflicts of interest that exist on becoming employed by Andaman Discoveries to Director Pi Tui
- declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by Andaman Discoveries to Director Pi Tui to management

- avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible

If an employee declares such an interest, Andaman Discoveries will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

Employees must disclose any other employment that might cause a conflict of interest with Andaman Discoveries to Director Pi Tui. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at Andaman Discoveries. If such involvement does affect performance or attendance it will be considered a conflict of interest.

Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with Andaman Discoveries using knowledge and/or materials gained during the course of employment with Andaman Discoveries.

Engaging in other business interests during work hours will result in strong performance improvement action.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with Andaman Discoveries, in a timely manner, may result in performance improvement proceedings including dismissal.

# Intellectual Property & Security

All intellectual property developed by employees during their employment with Andaman Discoveries, including discoveries or inventions made in the performance of their duties related in any way to the business of Andaman Discoveries, will remain the property of Andaman Discoveries unless directed otherwise by Director, PI Tui.

Employees may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of Andaman Discoveries.

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of Andaman Discoveries; or
- authorise or be involved in the improper use or disclosure of confidential information;
- during or after their employment without the Employer's written consent, other than as required by law.

'Confidential information' includes any information in any form relating to Andaman Discoveries and related bodies, clients or businesses, which is not in the public domain.

Employees must act in good faith towards Andaman Discoveries and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and Andaman Discoveries may also pursue monetary damages or other remedies.

# Internal Environment Policy

Procurement:

## 1. Reduction of Disposable and Consumable Goods

*Andaman Discoveries staff member will follow the below guidelines to reduce office disposable and consumable goods:*

Use re-usable bags, re-usable waterbottles, re-usable containers and utensils for personal use and when doing packed lunch or take-away lunches for guests

Print front to back 100 percent of the time and use recycled paper 100 percent of the time, unless printing promotional materials or professional documentation

Recycle all recyclable materials

Re-use appropriate materials

When printing have setting on low toner mode

Send itineraries, documents, internal staff materials via email or google drive

Fruit waste will be kept and fermented to be made into office cleaning supplies

### *Policy to Measure Disposable and Consumable Goods*

We will measure by setting a standard of only filling one small trash can in the kitchen and in the bathroom once a week for our 5 staff members to dispose of un-recyclable waste

We will recycle our paper, plastic and glass bottles collected by selling to a local recycler once a week once a month

## 2. Sustainable Purchasing

*Andaman Discoveries will favor sustainable goods and services while purchasing by following the below guidelines:*

90 percent of paper purchased for printing will be sustainably grown

Office cleaning supplies will be home-made by our Director Pi Tui

Soap used in the bathroom will be hand-made from the BTN womens soap cooperative

Purchasing locally grown coffee and tea from Thailand or purchasing fair trade tea and coffee when employees return home

Appliances will be energy efficient

Food will be locally produces and sourced and support organic, chemical free farming

Supplies will be bought in bulk when possible

Catering is considered take away or packed lunches for guests: When buying take- away food from the local market or restaurants, staff member takes re-usable containers to avoid using plastic and Styrofoam

Snacks for the office are produced by local communities

Water will be bought from the local water company that uses reverse osmosis to treat water and kept in 4 large, refillable containers and staff members will re-fill cups or water bottles as needed

Purchase souvenirs for our office handicraft store from local communities we work with

3. All give aways for staff, guests or partners are locally made handicrafts from Andaman Discoveries local villages

4. Office cleaning supplies will be home-made by our Director Pi Tui using office gathered fruit waste that is recycled and fermented. Hand soap used in the bathroom will be hand-made from the BTN women's soap cooperative

5. Paper (promotional use)

*Andaman Discoveries will follow the guidelines below to reduce paper consumption for promotional use:*

Not use sub-contracted printing, only our office printer that is energy efficient and set for low toner consumption and regulated by AD staff



All promotional material will have electronic preference and if printed, done with recycled paper and at low volumes (less than 50 Andaman Discoveries pamphlets, flyers, brochures and study and service trip flyers per year)

## 6. Energy Policy

*In order to reduce energy in the Andaman Discoveries office, all Staff members will follow the below guidelines and inform interns, guests and volunteers of the policy if they will be using the office:*

Shut down computers each evening and have in sleep mode setting

Use Thai style toilet with bucket water to flush

Only running air conditioning during very hot season for no more than 5 hours per day. Turn off air conditioning one hour before lunch break and one hour before office closes at 5:30PM

Only turn on one energy efficient light in the office. The front of the office is a window panel and allow for natural light to enter

Turn off all lights when not in the office

Turn off and unplug all electrical equipment when not in the office

Close doors securely when air conditioning is running

### *Policy to Measure Energy Consumption*

Receipts issued monthly by the Provincial Electrical Authority are to be kept and documented in our sustainability and monitoring excel spreadsheet under the energy consumption tab

Changes in energy consumption will be monitored and discussed at weekly team meeting as part of our sustainability monitoring and evaluation policy. If fluctuations take place, we will look at strategies to reduce energy consumption if unusually high or look at reasons why energy consumption are low and implement new strategies to continually lower our energy consumption

## 7. Carbon Offset

*In order to reduce carbon emission and the use of fossil fuel Andaman Discoveries will follow the below guidelines:*

Staff members will walk or ride bicycle when available

Staff members will use low impact form of transportation or group transportation

Staff members will only fly when absolutely necessary; otherwise they will take overnight buses or trains

Staff will adhere to the Andaman Discoveries' transportation policy when dealing with transportation partners and drivers

Staff will participate in carbon offset programs twice a year

Staff will inform and give guests and partners sustainable transport options

#### *Policy to Measure Carbon Offset*

Use carbonfootprint.com to calculate Andaman Discoveries company carbon emissions

Carbon emission data will be collected and entered into our sustainability monitoring and evaluation excels spreadsheet under GHG Carbon Emissions. This will be done twice a year.

Carbon emission will be monitored and discussed at weekly team meeting as part of our sustainability monitoring and evaluation policy. If fluctuations take place, we will look at strategies to reduce carbon emissions and implement new strategies to continually lower our carbon emissions

Once Carbon emission is calculated, we will decide on a carbon emission offset program to be completed by all Andaman Discoveries staff that will be completed and posted on our social media for public reporting. This will be done twice a year.

#### *Energy Efficient lighting*

Andaman Discoveries will use bulbs that are 100 percent energy efficient

Automatic switch on /off system- MANUAL and Equipment "switch off" Policy- MANUAL

The first Andaman Discoveries staff member to enter the office in the morning is responsible for turning on and plugging in necessary equipment

The last Andaman Discoveries staff member to leave the office is responsible for turning off and unplugging necessary equipment

## 7. Water Reduction Policy

*In order to reduce water consumption Andaman Discoveries will follow the below guidelines*

Turn off all water taps if not using to fill bucket for flushing toilet

Only use water from our bin as needed to flush the toilet and wash hands.

Only run water in bathroom to fill the bin when empty

Do not run the outdoor tap when washing dishes, fill the bucket half way, wash, refill and rinse

Run water outside with hose at low level to water outdoor plants only during the dry season(December-May), once a week

### *Policy to Measure Water Use*

Look at the water bill that is received once a month to monitor and measure water use, our office average is 20 THB and expect it to never exceed 30THB.

Water use data will be entered into our sustainability monitoring and evaluation excels spreadsheet under water use once a month when we receive our office water bill

Water use will be monitored and discussed at weekly team meeting as part of our sustainability monitoring and evaluation policy. If fluctuations take place, we will look at strategies to reduce water use and implement new strategies to continually lower water use

## 8. Waste Management Policy

*Andaman Discoveries staff member will follow the below guidelines to reduce waste:*

Use re-usable bags, re-usable waterbottles, re-usable containers and utensils for personal use and when doing packed lunch or take-away lunches for guests

Print front to back 100 percent of the time and use recycled paper 100 percent of the time, unless printing promotional materials or professional documentation

Recycle all recyclable materials

Re-use appropriate materials

When printing have setting on low toner mode

Send itineraries, documents, internal staff materials via email or google drive

Fruit waste will be kept and fermented to be made into office cleaning supplies

Office cleaning supplies will be home-made by our Director Pi Tui

Soap used in the bathroom will be hand-made from the BTN womens soap cooperative

#### *Policy to Measure waste*

We will measure by setting a standard of only filling one small trash can in the kitchen and in the bathroom once a week for our 5 staff members to dispose of un-recyclable waste

We will recycle our paper, plastic and glass bottles collected by selling to a local recycler once a week once a month. We can measure this by looking at our recycle bins kept in the office.

*Waste as per our recyclables will be entered into our sustainability monitoring and evaluation excels spreadsheet under waste when we sell our recyclables*

*Waste reduction will be monitored and discussed at weekly team meeting as part of our sustainability monitoring and evaluation policy. If fluctuations take place, we will look at strategies to reduce waste*

#### 9. Pollution Reduction Policy

Andaman Discoveries will not use harmful chemicals

Andaman Discoveries will only use organic, home-made office cleaning supplies and organic hand-soap purchased from the women's soap cooperative in Ban Talae Nok Homestay

#### 10. Staff Travel Policy

*In order to promote sustainable travel among staff, Andaman Discoveries will follow the below guidelines:*

Staff members will walk or ride bicycle when available

Staff members will use low impact form of transportation or group transportation

Staff members will only fly when absolutely necessary; otherwise they will take overnight buses or trains

Staff will adhere to the Andaman Discoveries' transportation policy when dealing with transportation partners and drivers

Staff will participate in carbon offset programs twice a year

Staff will inform and give guests and partners sustainable transport options

#### *Policy to Measure Business Travel Emissions*

Use carbonfootprint.com to calculate Andaman Discoveries staff carbon emissions from business travel

Carbon emission data will be collected and entered into our sustainability monitoring and evaluation excels spreadsheet under GHG Carbon Emissions, staff. This will be done twice a year by each AD staff member

Carbon emission will be monitored and discussed at weekly team meeting as part of our sustainability monitoring and evaluation policy. If fluctuations take place, we will look at strategies to reduce carbon emissions and implement new strategies to continually lower our carbon emissions for business travel

# Andaman Discoveries - Policies and Declaration

You must read all the policies contained in this document and listed below. Company policies are a part of your employment contract and therefore must be read and understood to ensure you are fully aware of your responsibilities as an employee of Andaman Discoveries.

Please read each of the policies listed below and tick where shown to indicate you are aware of the rules and responsibilities you have whilst employed by Andaman Discoveries.

1. Code of Conduct Policy
2. Dress Code Policy
3. IT, Email and Internet Policy
4. Recruitment & Selection Policy
5. Induction Policy
6. Training & Development Policy
7. Probation Policy
8. Occupational Health & Safety Policy
9. EEO and Anti-Bullying Policy
10. Pregnancy at work policy
11. Flexible Work Arrangements Policy
12. Leave Policy
13. Performance Management Policy
14. Performance Improvement Policy
15. Gross & Serious Misconduct Policy
16. Grievance and Complaint Policy
17. Conflict of interest Policy
18. Intellectual Property & Security Policy
19. Environmental Best Practice

## **Employee Declaration:**

I have read and understand the contents of this manual along with the above policies and I agree to the terms of conditions of these documents.

Employee Name:

Employee Signature:

Date:

Andaman Discoveries Supervisor Name:

Andaman Discoveries Supervisor Signature:

Date: