

Code of Conduct and Business Ethics

This document clarifies the responsibilities that Ramada Plaza Calgary Downtown and its employees have to each other, to our partners and to our guests. It helps us understand the responsibilities we share, and alerts us to important conduct issues that may arise. You will not find every policy or standard here; however, the basic values and principles by which the hotel is guided are included in this document.

Accountability and Actions

Compliance with the local laws and the hotel's policies, procedures and values is not optional. All employees must follow them.

Every employee must report any violations of this Code of Conduct. All personnel are prohibited from taking any action against an employee who reports a concern.

Disciplinary action, including termination of employment, may be taken against any employee who does not adhere to the hotel's Code of Conduct or who knowingly makes a false report.

Overview of Business Conduct

The Ramada Plaza Calgary Downtown relies on its employees to consistently do the right thing all the time, to maintain our good name. The vision of the hotel and every employee is to be the best in everything we do, individually and collectively. All employees are to act professionally and with integrity.

Each employee should ask questions, raise concerns and report dishonest or improper conduct by employees, representatives, guests or suppliers.

Ramada Plaza Calgary Downtown Values

Integrity

We are open and trustworthy in dealing with our guests, suppliers, and co-workers.

Health & Safety

We work safely in a manner that protects and promotes the health and well-being of the individual and the environment.

Teamwork

We work together in a coordinated effort to achieve our goals.

Individual Worth

We recognize and respect our individual team members and their contributions.

Guests

We are committed to providing our guests with exceptional service and treating them with respect and dignity. We meet the needs of each individual guest with a professional, friendly, prompt, courteous and enthusiastic attitude at all times.

Excellence

We constantly pursue excellence in everything we do.

Ramada Plaza Calgary Downtown www.ramadacalgary.com

708 – 8 Avenue SW, Calgary, AB T2P 1H2

T: 403.263.7600 / Fax: 403.263.6127

Ramada Plaza Calgary Downtown Values continued

People

We work in an inclusive environment that embraces change, new ideas, and respect for the individual.

Profitability

We earn sustainable financial results that enable profitable growth.

Accountability

We are accountable – individually and collectively – for our behaviours, actions and results.

Guide to Business Conduct

Management Responsibility

All members of management must demonstrate a commitment to the hotel's values through their actions. They must also promote an environment where compliance is expected and valued. All employees must comply with the organization's values and principles.

Ramada Plaza Calgary Downtown Code of Conduct

Employees are not permitted to work under the influence of alcohol or drugs. They are not to act violently or threaten violence while at work.

Respect and Fair Treatment

Every employee must respect the people and cultures with whom or which they work. All relationships among employees in the workplace must be business-like and free of any bias, prejudice or harassment.

The hotel gives equal opportunity for employment to all individuals, regardless of their race, religion, colour, national origin, age, sex, sexual orientation or disability. This fair treatment applies to all phases of the employment relationship.

Protection and Proper Use of the Hotel's Assets

All employees should protect the hotel's assets and ensure their efficient use. All hotel assets are to be used only for legitimate business purposes.

Harassment

The hotel does not tolerate any form of harassment. It may take many forms, all of which are unacceptable. Examples of harassment are:

- Jokes, insults, threats and other unwelcome actions about a person's race, colour, gender, age, religion, national origin, disability, sexual orientation, social and economic status or educational background.
- Sexual advances, requests for sexual favours, or other unwelcome verbal or physical conduct of a sexual nature.
- Verbal or physical conduct that upsets another employee's work performance or creates a fearful or hostile work environment.

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Computer, Email and Internet Policies

The computers that employees are provided or have access to for work, and the Email system are the hotel's property.

The hotel has the right to monitor all aspects of the Computer System. Employees should not expect privacy in anything they create, store, send or receive on the Computer System.

Employees are to always act in a professional manner and are not permitted to send or intentionally receive messages or files that are illegal, sexually explicit, abusive, or offensive.

Compliance with the Code of Conduct

A violation of this Code of Conduct may result in disciplinary action including possible immediate termination, without additional warning. Every employee must sign an agreement, promising to comply with all the policies listed in the Code.

Reporting Possible Violations of the Code of Conduct

If you have questions about this code of conduct or concern about a co-worker's conduct, first contact your manager. If you do not feel comfortable doing that, contact one of the following:

- Hotel - General Manager
- Head Office – Corporate Controller
- Head Office – Chief Operating Officer

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