



ACTION HOTEL - CODE OF CONDUCT

Overview

This Code of Conduct sets out the principles and standards to which our organisation adheres as part of our commitment to the delivery of quality products and services we offer.

Complaints Handling

Action Hotel is committed to transparency and accountability in providing quality services to our valued guests. Therefore we welcome feedback so that we may improve the quality of our performance. Any complaint received is taken seriously and we deal with your issue thoroughly and fairly.

We maintain a fair complaint handling policy and procedure and shall encourage and respond to both positive and negative feedback, including against the organisation's Policy and related performance targets to ensure customer satisfaction. Customer satisfaction is measured and whereby complaints are received, corrective action will be taken where appropriate.

Accurate Information

We are responsible and committed to providing accurate information particularly with advertising material. Whereby inaccurate information is recorded, corrective action will be taken where appropriate.

The Environment

We are committed to environmental and social sustainability, and adhere to the requirements of the Responsible RAK Program, including annual Benchmarking Assessments and Certification to the Responsible RAK Company Standard.

Equal Opportunities

We employ individuals based solely on their experience and qualifications without discrimination. Our business practices are ethical and not exploitative, particularly of children, adolescents, women and minorities.

Conflicts of Interest

We must always act in the best interests of Action Hotel and its partners, and avoid any personal preference or advantage or situations whereby a loss of objectivity in dealings is observed.

Competition

Action Hotel is committed to open, free and fair competition in all our sectors and markets. We will compete vigorously but honestly, observing all competition and anti-trust laws.

Legal Compliance

We are committed to and comply with all applicable regulatory obligations (including but not limited to environmental, social, cultural, quality, health and safety) for legal operation. This shall include but is not limited to; areas such as heritage and archaeological significance where applicable.

When breaches of regulatory requirements occur, urgent and priority corrective action, including full disclosure to regulatory authorities shall be taken.

Additional Information

If you have any questions about the Code, please contact us at +9717 246 522