

HUMAN RESOURCE POLICY

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1.PREAMBLE

1.1 This Policy shall be called the "Human Resource Policy" of Community Homestay Network Pvt. Ltd.

1.2 This Policy shall come into force from the date of its approval by the Chairperson.

1.3 This Policy shall apply to all employees of CHN except for those whose appointment has been made under a contract basis where separate terms and condition for employment is applicable for a specific case and for those whose engagement has been made on a temporary basis under wage basis for any specified work

2. DEFINITIONS

Unless the subject or context otherwise requires, in this Policy,

- "CHN" means Community Homestay Network P. Ltd.
- "Contract Staff" means any staff who is hired on a contract basis and all rules and regulations will be governed by the contract signed between the CHN and the Contract staff.
- "Probation" means service during the probation period, normally of at least six months.
- "Regular Service" means continuous service with the CHN, whether confirmed, officiating, or probationary, and the period of sanctioned paid leave shall be counted towards regular service.
- "Service" means and includes the period during which an employee is on duty as well as on leave duly sanctioned by the CHN and also includes leave without pay that has been duly approved by

Management (such as for study programs etc).

- “Supervisor” means an employee who is in charge/line manager of a Division or a Unit.

3. GUIDING PRINCIPLES

3.1 There shall not be any discrimination on the basis of religion, ethnicity, caste, gender, creed, race and the like. CHN shall promote a culture where everyone, regardless of their background, feels heard, respected, and valued. Women and disadvantaged groups would be highly encouraged to pursue their careers in the organization.

3.2 Promote equal opportunities for career advancement, training, and development for all employees. CHN shall provide accommodations and flexibility in programs when necessary to ensure all employees can fully participate. Implement flexible work arrangements to accommodate various personal circumstances.

3.3 Leadership should actively demonstrate and champion GESI-friendly behavior.

3.4 Members of the same family shall not be employed within the same unit without the prior written approval of the CEO, and in no case shall any related person directly supervise the other.

3.5 CHN shall take into consideration employees’ skills, knowledge and ability while deploying human resources that are essential to ensure success in discharging their duties and responsibilities.

3.6 CHN encourages effective communication between different levels of management, and among all other employees concerning the CHN's plans, policies and activities.

During the annual strategic meeting, the organization will hold a dedicated session each year to communicate its HR policy. A mid-year "Step Back" session will also be conducted to review achievements over the past six months, assess progress toward the goals set during the strategic meeting, and refine strategies for effective implementation. Leadership will use this opportunity to gather timely feedback from the team and make necessary adjustments as needed

Following methods or any other suitable methods may be used to achieve this purpose:

1. Weekly Staff meetings
2. Regular team-checkins
3. Dedicated One-on-One Conversations
4. Retreats, progress reviews and Strategic Meetings
5. Grievance Box
6. Informal gatherings such as outings and other recreational activities
7. Virtual calls, email, slack and Project Management Tool

4. Policy Compliance and Review

The HR policy will undergo an annual review, with revisions made as needed to ensure its relevance and effectiveness.

All employees are responsible for reading and understanding the policy. Lack of awareness will not be considered a valid excuse for non-compliance.

5. AUTHORITY

5.1 The final authority to interpret this Policy rests with the Chairperson.

5.2 The CEO may delegate his/her authority and responsibility to implement this Policy to his/her subordinate(s) as deemed necessary and appropriate.

6. RESPONSIBILITY

6.1 The Chief Executive Officer, Chief Operation Officer, Team Leads and other Employees designated to perform managerial functions shall be responsible for the implementation of the Policy.

6.2 The Finance and Administration Unit shall be responsible for maintaining consistency in the implementation of the Policy across the Trust.

7. EMPLOYMENT CATEGORIES AND ELIGIBILITY

7.1 CHN Hiring and Equal Opportunity Policy

7.1.1 This policy outlines the framework for CHN's hiring process for both staff and consultant positions, emphasizing transparency, efficiency, and merit-based selection that aligns with the organization's goals. We are committed to maintaining a discrimination-free environment, where factors such as religion, ethnicity, caste, gender, creed, race, or any other personal characteristic have no bearing on hiring or promotion decisions. CHN is dedicated to fostering an inclusive culture where every individual, regardless of their gender and background, is heard, respected, and valued. We actively encourage women and disadvantaged groups to apply for career opportunities, and uphold a strong commitment to equal pay for equal work. Our recruitment and promotion processes are designed to be gender-neutral and fair to all.

7.1.2. Vacancy Announcement:

- Clearly define the job title, responsibilities, qualifications, and requirements for each position.
- Specify the duration of consultancy or employment contract, if applicable.
- Include information on application submission deadlines, preferred method of application, and contact details for inquiries.
- Ensure compliance with equal opportunity and non-discrimination policies.

7.1.3. LinkedIn Posting:

- Utilize the organization's LinkedIn page to announce open vacancies, reaching a wider audience of potential candidates.
- Ensure consistency with the information provided in the vacancy announcement.

7.1.4. CV Shortlisting and Selection:

- Screen received CVs based on the specified qualifications and requirements outlined in the vacancy announcement.
- Shortlist candidates who meet the criteria for further evaluation.
- Conduct interviews to assess candidates' suitability, skills, and fit with the organization's culture.
- Evaluate candidates objectively.

7.1.5. Onboarding:

- Provide selected candidates with a comprehensive orientation program to familiarize them with the organization's policies, procedures, and culture.
- Assign mentors or supervisors to new hires to facilitate their integration into the team.

- Ensure that all necessary paperwork, including contracts and agreements, are completed accurately and in a timely manner.
- Provide necessary resources to support new hires in their roles.
- Monitor and evaluate the onboarding process to identify areas for improvement.

7.1.6. Compliance:

- Ensure compliance with relevant labor laws, regulations, and organizational policies throughout the hiring process.
- Maintain confidentiality and data protection standards when handling candidate information.
- Document all stages of the hiring process for transparency and accountability purposes.

7.1.7. Evaluation and Feedback:

- Regularly evaluate the effectiveness of the hiring process and make necessary adjustments to improve efficiency and outcomes.
- Gather feedback from hiring managers, candidates, and other stakeholders to identify strengths and areas for improvement.
- Use feedback to refine recruitment strategies and enhance candidate experience

7.2 The CHN may recruit various types of employees for its different needs, which are enumerated here below:

✓ On Wage Basis:

Temporary employees shall be recruited purely on a casual/daily basis to carry out or conduct urgent or additional work. The CEO/COO shall appoint any person to be taken on a wage basis.

✓ Interns:

The person who is assigned by the CHN for a special project or task for a definite period shall be taken as an intern. Interns are not the regular staff of the CHN and are not eligible for benefits offered by the CHN to its regular staff other than as agreed upon and stipulated in the assigned letter of the intern. The facility of the internship is generally given to help students gain practical experience in the tourism sector or as a part of their education/degree requirements and when it is suitable for the CHN to recruit them for short-term assignments.

✓ Contract Staff:

The person may be hired on a contract basis as and when required. All the contract staff's rules and regulations will be governed by the contract signed between the CHN and the contract staff. Contract staff shall not be eligible to either Provident Fund or Gratuity.

✓ Staff on Probation:

Where a person is recruited for a permanent position after completing all due selection processes, s/he will be put on a prescribed probation period of at least six months during which her / his performance will be strictly monitored and evaluated by her / his immediate supervisor.

Her / his probation period may be extended further up to six months probation period if her/his performance does not meet satisfactory requirements.

Upon satisfactory completion of the probationary period, the individual may be formally confirmed as a permanent employee in their designated role, as outlined in the terms of their employment contract.

Following six months of probation, it is required to submit a work progress report to one's direct supervisor. After reviewing both performance and the submitted report, the immediate supervisor will engage in discussions with the Chief Operating Officer (COO) to explore opportunities for growth within the organization.

In entering into an employment contract with the employee, the employer may so enter into the contract that he or she remains in a probation period for six months, and terminate the employment contract with the employee if his or her work is not satisfactory during the probation period.

✓ **Management Trainee:**

CHN may recruit prospective candidates with demonstrated capabilities as Management Trainee for taking higher responsibilities. Such consideration is based on academic qualification and interview process in line with the needs of the CHN. The Management Trainee is to be placed in different departments during her/his training period and the management will place her/his in an appropriate department as per the need.

✓ **Permanent Staff:**

Employee, who has been appointed as a permanent employee on satisfactory completion of probation period shall be taken as permanent staff of the CHN. The Management has the right to recruit an employee directly as permanent staff based on his/her qualification, experience and requirement of the job.

The above classification will serve as an instrument for the determination of salary, perks, allowances, other financial benefits, etc. to the employees of the CHN. Similarly, it will be taken as a guideline while allocating duties, responsibilities and authorities to various levels of employees of the CHN.

8. SERVICE DISCONTINUATION

8.1 Unsatisfactory Probation Period

If the performance of an employee is found unsatisfactory during his/her probation period, then the employee will be terminated by issuing a termination letter.

8.2 Unsatisfactory Performance

If the performance of an employee is found unsatisfactory during his/her service period (before or after the probation period), after repeated oral and written feedback and opportunities to improve then the employee will be terminated by issuing a termination letter.

8.3 Resignation

Prior written notice of one month shall be necessary for voluntary resignation by an employee.

The resignation letter shall be submitted to the supervisor. Acceptance of resignation shall remain at the discretion of CHN. Resignation without prior notice shall be subject to penalty of specified period's salary on a pro-rata basis.

8.4 Infirmary

If a regular employee becomes incapable of carrying out the assigned duties because of infirmity of mind or body, his/her service will be terminated on medical grounds.

9. PERFORMANCE EVALUATION

9.1 Performance evaluation shall be conducted to evaluate the employee's past performance and indicate potential needs for improvement. The evaluation should serve to show the employee where s/he can improve their job performance and assist each employee's supervisor in ascertaining the employee's potential to assume greater and more diverse responsibilities. In case an employee's performance is unsatisfactory, s/he may be given a chance for improvement and/or measures shall be taken, as deemed appropriate.

9.2 Performance Bonus shall be provided based on the performance evaluation of the employees. Performance Bonus scheme shall be as per prior approval of the Chairperson.

9.3 Performance evaluation will primarily assess how the employee has performed while discharging the duties assigned to him/her as detailed out in his/her role descriptions and other works as assigned to him/her from time to time.

9.4 Performance evaluation shall be conducted annually with semi-annual review and revisions

9.5 The Financial and Administration Unit shall maintain a record of all performance evaluations. Such evaluations shall be treated as confidential.

9.6 Performance evaluation is done by his/her immediate supervisor, COO and CEO.

CHN would not be responsible for any failure to perform its obligations under this policy, if it is prevented or delayed in performing those obligations by an event of force majeure.

10. GRIEVANCE and SEXUAL HARASSMENT IN WORKPLACE

- CHN is committed to providing a work environment that is free from biased treatment, prejudiced behavior, sexual harassment, and non-compliance. This Grievance Procedures section outlines the process through which employees may submit their grievances and the steps the Company will take to address and resolve these concerns. Employees are encouraged to submit their grievances to their direct supervisor, detailing specific instances of biased treatment, prejudiced behavior, sexual harassment, or non-compliance. Copies of the grievances should also be forwarded to the CEO for consideration. The Company guarantees that no employee will face reprisal for submitting a grievance. If deemed necessary, an external Grievance Committee shall be formed to handle and investigate the grievance. The committee will be composed of impartial individuals, and its formation will be at the discretion of the Company.
- The external Grievance Committee shall decide the procedures for handling grievances, which may include but are not limited to interviews with involved parties, document reviews, and any other relevant investigation methods. The Committee will make reasonable efforts to complete the investigation promptly. All information related to the grievance, including the identity of the parties involved, will be treated with utmost confidentiality by the Grievance Committee. Disclosure of information will only occur on a need-to-know basis and will be strictly limited to those directly involved in the resolution process.

- The Grievance Committee shall make reasonable efforts to resolve the grievance promptly. The resolution may involve corrective actions, policy adjustments, or other measures as deemed appropriate.
- Employees dissatisfied with the resolution may have the option to appeal the decision through an established process, as outlined by the Grievance Committee. The Company strictly prohibits any form of retaliation against employees who submit grievances or participate in the grievance resolution process.
- These grievance procedures will be periodically reviewed and updated as necessary to ensure their effectiveness and compliance with applicable laws and regulations.
- In addition, CHN will adhere to the government of Nepal's Sexual Harassment at Workplace Prevention Act, at the workplace to protect the right of every individual to work in a safe environment. [The Sexual Harassment at Workplace Prevention Act, 2015 \(2071\)](#) ("Sexual Harassment Prevention Act" or "Act") came into effect on February 20, 2015 (Falgun 08, 2071).

11. SALARY AND ALLOWANCES

11.1 Employees shall be entitled to monthly salary, which comprises basic salary and other allowances as per the CHN's rules. Salary and allowances will be as per the terms and conditions mentioned in the employment contract.

11.2 As far as possible, the monthly salary will be paid within the first week of the following month.

CHN would not be responsible for any failure to perform its obligations under this policy, if it is prevented or delayed in performing those obligations by an event of force majeure.

12. DEDUCTIONS

12.1 In addition to other deductions as may be described in this Policy, deductions from salary can be affected as applicable e.g.-

- Unpaid leave
- Settlement of advances
- Withholding of income tax as per Income Tax Act
- Any damage or loss of property of the Trust due to an employee's negligence, recklessness, or illicit intention
- Any other amounts which the Trust deems recoverable from the employee

12.2 The Finance and administration department shall make a recommendation for the deduction of the booked receivables from the employees without prior notice.

13. SALARY REVIEW

The salary of an employee shall be reviewed and revised once a year based on the financial performance appraisal by the CHN and employees will be notified of any changes in this respect.

CHN would not be responsible for any failure to perform its obligations under this policy, if it is prevented or delayed in performing those obligations by an event of

force majeure.

14. EMPLOYEE BENEFITS

14.1 The Trust shall provide the following benefits to employees:

- Provident Fund
- Gratuity
- Festival Allowance
- Medical and Health Insurance
- Accidental Insurance
- Compensation on death as a result of an accident on duty (Covered by Accidental Insurance)

However, based on the contractual agreement with the employee, such benefits may vary. Employees are entitled to get only those benefits that are agreed on in the employment contract. However, all employees are entitled to get benefits that are announced/approved by the Chairperson for all employees.

Benefits of the employees may be changed as per the decision on the Board.

CHN would not be responsible for any failure to perform its obligations under this policy, if it is prevented or delayed in performing those obligations by an event of force majeure.

14.1.1 PROVIDENT FUND

- Each month 10% of the basic salary of core employees shall be deducted as his/her contribution to the Provident Fund, and an equal amount shall be contributed to the Fund by the CHN.
- Provident fund contributions shall be deducted from the date of commencement of work as a permanent staff member.
- The CHN shall make no contributions to the Provident Fund for periods of approved unpaid leave as well as for periods of unauthorized absence from work.
- Contributions to the Provident Fund shall be deposited to the approved provident fund depositors following the prevalent laws, rules and regulations.

14.1.2 GRATUITY

- The company shall deposit the amount equivalent to 8.33% of the employee's basic remuneration as a gratuity, each month from the date of commencement of work as a permanent staff member.
- The CHN shall make no contributions to the gratuity for periods of approved unpaid leave as well as for periods of unauthorized absence from work.
- Contributions to the gratuity shall be deposited to the approved gratuity depositors in accordance with the prevalent laws, rules and regulations.
- In the event of the death of an employee, Gratuity payment shall be made to the beneficiary

designated for receiving the Provident Fund.

14.1.3 FESTIVAL ALLOWANCE

Each worker shall be provided with a festival bonus (as per his/her religion, culture and tradition) each year of an additional amount equivalent to one month's basic remuneration.

CHN would not be responsible for any failure to perform its obligations under this policy, if it is prevented or delayed in performing those obligations by an event of force majeure.

14.1.4 INSURANCE FACILITIES

a) Medical Insurance: Insure employees with the amount equivalent to Rs 30,000 for each employee group (i.e. Employee, Spouse and 2 children only)

b) Health Insurance: Insure employees with the amount equivalent to Rs 10,00,000 for each employee group (i.e. Employee, Spouse and 2 children only) per hospitalization benefit only.

c) Accidental Insurance: Insure employees with the amount equivalent to Rs 15,00,000 for each employee.

Notes:

- The premium amount for the above mentioned insurance shall be contributed by Employer (50%) and the Employee (50%) which would be deducted from the monthly salary of each employee annually.
- Only the permanent employee shall be eligible for insurance facilities.

* Report of any injuries sustained by an employee, no matter how trivial, should be reported immediately to the Finance and Administration Unit. The department shall follow up when necessary with claims on the CHN's insurance policy.

15. WORKING DAYS, HOURS AND HOLIDAYS/ LEAVE

15.1 WORKING DAYS

At CHN, we value work-life balance and understand the importance of providing our employees with adequate time for personal and cultural observances, as well as for rest and recuperation. Therefore, our organization observes the following holidays and leave entitlements:

Dashain: 3 day
Tihar: 2 day
Nepali New Year: 1 day
Holi: 1 day
Labour Day (1-May): 1 day
Christmas: 1 day
English New Year: 1 day
Casual Leave: 10 days
Sick Leave: 7 days
Saturdays: 48 days
Sundays (Off Season): 24 days

Total Leave Count: 99 days

Total Days in a Year: 365 days

Working Days in a Year: 266 days

Working Days in a Month: 23 days

Please note that the above working days exclude Maternity, Paternity, and Kirya leave entitlements.

Our organization has implemented policies to foster a supportive and equitable work environment. We offer flexible hours, work-from-home options, and emergency leave to help employees balance work and family responsibilities.

Maternity Leave: Female employees are entitled to up to four months of maternity leave (three months paid and one month unpaid), with the option to extend to six months or more as unpaid leave. Temporary staff may be hired as needed to ensure smooth operations.

Paternity Leave: Male employees receive 15 days of paid paternity leave, followed by flexible work arrangements to support their families.

Kriya Leave: Employees are granted 15 days of paid leave for bereavement rituals.

This policy is designed to support our employees in maintaining a healthy work-life balance, allowing ample time for personal and cultural activities, while ensuring continued productivity and operational efficiency. We offer flexibility in working hours to help achieve this balance.

15.2 WORKING HOURS

Since CHN is in the service industry, the duty hours and timing are largely driven by the nature of jobs. CHN believes that its staff should be “performance-oriented” rather than “time-oriented”.

Sunday to Friday: 10 am – 6 pm (High Season)
Saturday: Holiday

Monday to Friday: 10 am-5pm (Low Season)
Saturday and Sunday: Holiday

The management may change the standard working hours and holidays from time to time as per the need of the business.

15.1.2 Lunch periods shall be scheduled in accordance with the nature of employees' responsibilities and in agreement with their supervisor. If necessary, employees' lunch breaks may be staggered.

15.1.3 The working hours of each employee shall depend upon the nature of his/her job responsibilities. Certain employees may be required to work outside of these hours when necessary to fulfill their responsibilities.

15.3 Attendance and Absenteeism

- It is expected for employees to be at work on time and full hours.
- Planned absences should be approved by the reporting line manager as far in advance as possible but at least 3 days in advance so that line managers can manage his / her absence properly. If an employee is unable to give advance notice but finds that he/she must be absent from work for any reason, he/she should call the reporting line manager as soon as possible.

15.3 HOLIDAYS/ LEAVE

A. Every Sunday will be a holiday during the Low Season only i.e., Dec Jan and Feb & Jun Jul and Aug.

B. Following are declared official holidays during major Festival and other national holidays as follows:

- Dashain: 3 day
- Tihar: 2 day
- Nepali New Year: 1 day
- Holi: 1 day
- Labour Day (1-May): 1 day
- Christmas: 1 day
- English New Year: 1 day

As Dashain and Tihar fall during the peak season, the team should be prepared to handle any urgent tasks that may arise during the holidays.

C. Following two types of Holidays will be granted based on a recommendation from the concerned Unit head or approval from Supervisor only.

- Casual leave: 10 days
- Sick leave: 07 days

D. Any additional leave besides the above leave/ holidays (excluding: maternity, paternity, and Kriya leave) will be on 'leave without payment basis'.

E. Maternity leave: 3 months paid leave and 1 month extended unpaid leave for permanent women

granted

F. Paternity leave: up to 15 days paid leave granted

G. Kriya Leave: 15 days paid leave granted

H. Leave without pay must be approved by the CEO.

Leave without pay should be considered when all casual and sick leaves have been exhausted and the employee needs leave that is justifiable, duly recommended by the line manager.

Alternatively, If all casual leave has been exhausted and further casual leave is required, the same can be adjusted with leave on Sunday.

Due to the nature of our service-oriented work, casual leaves will not be granted during March, April, May, September, October and November.

While calculating the leave, the period from the 1st day of Shrawan to the last day of Asad shall be taken as one year. For the employee who has not completed his/her one-year service tenure, the Casual, and Sick leave shall be calculated on a pro-rata basis.

Where there are public holidays in between the leave availed, the same will be counted for the approved leave enjoyed by the employee.

A leave request of a subordinate cannot be kept undecided by the Supervisor.

9

UNPAID LEAVE

(a) In general, Unpaid Leave will be discouraged but may be granted in a special case subject to the approval of the CEO after all accumulated Leave has been exhausted.

(b) During the period of unpaid leave, only medical insurance and group personal insurance facilities shall be provided where applicable.

15.4 ABSENCE

If an employee stays absent without prior information, appropriate disciplinary action will be taken against him/her. During the period of uninformed absence, s/he shall not be provided salary allowances and other benefits.

16. CODE OF CONDUCT

16.1 STANDARDS OF EMPLOYEES' CONDUCT

- Employees shall respect and abide by the vision, mission and values, prevailing Policies, Rules, Regulations and Guidelines of CHN and also respect Instructions of their supervisor and/or concerned Manager
- Employees must perform their duties honestly, efficiently and diligently to preserve and

promote the good reputation of CHN

- Employees must respect and cooperate and must be accountable and disciplined to accomplish the company's objectives
- Employees shall not ask for any favor or accept any gift as an inducement for extracting a due advantage
- Employees shall respect and provide cooperation to the stakeholders and clients of CHN
- Employees shall not work for any business, organization, firm, or any other institution, which competes, supplies goods to or subscribes services from the CHN
- Employees shall not act as a media person for any newspaper, press association or any other media house unless specified
- Unless otherwise authorized by the CEO, no employee should communicate to any media house or press on behalf of CHN
- Employees shall not get involved in politics
- An employee shall not share the policies, guidelines, plans, budget, and other official documents any outside individuals or organizations

16.2 MISCONDUCT:

Without prejudice to the generality of the term, misconduct will include the following:

- Insubordination or disobedience whether alone or in combination with others to any appropriate order/ superior.
- It is prohibited to accept any employment or acceptance of fees, emoluments, commissions, or honorarium, whatsoever from any customer/guests having dealings with the CHN. However, small value souvenirs or packets of sweets or food items may be accepted during festivals like Dashain, Laxmi Puja or during the commencement of New Year with a copy of the acknowledgement to the Supervisor.
- Theft, fraud, or dishonesty in connection with CHN's business or property or attempt thereof.
- Causing damages to any property of the CHN or attempt thereof.
- Taking bribes or any illegal gratification.
- Persistent late attendance or absence without permission.
- Breach of any law, bylaws, or instruction application of the CHN.
- To resort to strike either singly or with others in contravention of any statute, law, rule or enactment framed from time to time and being enforced or while within the premises of the CHN to strike or to slow down his/her work and creating delays.
- Drunkenness, fighting, riotous, disorderly, or indecent behavior.
- Refusal to work on any assignment in and outside Kathmandu or Nepal.
- Giving false information regarding name, age, parent's name, qualification, nationality or previous service or anything relating to the previous service at the time of employment.
- Sabotage or attempt of sabotage, wastage of CHN's property while engaged on such work which calls for use of CHN materials, improper use of CHN's equipment, tools and any other articles entrusted to an employee.
- Conviction by any court of law for any criminal offense.
- Any breach of the CHN's rules, bylaws, guidelines, standing orders or instructions.
- Making slanderous remarks about the CHN or the management
- Offenses under the existing law of the country.
- To make unauthorized access to confidential documents, files, or papers.
- To furnish incorrect/false information or suppress material fact.
- Publishing any statement, article, communiqué letter, advertisement, etc. regarding the CHN or otherwise in newspapers, magazines, Journals, Bulletin, and Pamphlets, etc. without prior approval of the Chairperson.
- Misuse of facilities provided by the CHN.

- Submission of a false statement for allowance.
- Any other act that is treated as misconduct under existing Nepalese laws.

16.3 Maintenance of Confidentiality:

- The confidentiality of relations and dealings between the CHN and its guest, customers and vendors is paramount in maintaining the CHNs' reputation. Thus, employees shall take every precaution to protect the confidentiality of customer information and transaction.
- Employees, even after discontinuation of their employment, shall not (unless written permission is obtained) divulge or make use of any secrets, copyright material, or other correspondence, accounts and dealings of the CHN, RMG and its customers for personal financial or any other interest.
- Business and financial information of any customer may be made available to any other third person or organization only with the written consent of the customer. However, providing any information relating to CHN transactions to the third party as required by law shall not be construed as a breach of confidentiality.
- Non Disclosure Agreement shall be signed if your spouse/siblings or immediate family is involved in the same/similar nature of work to manage the conflict of interest.

16.4 Fair and Equal Treatment:

Employees shall conduct business transactions fairly and equitably without being influenced by the friendship and associations with the customers and/or their colleagues in the CHN.

SETTING THE STAGE FOR DISCIPLINARY ACTION

- The employee who has committed misconduct shall be asked for written clarification within two weeks from the date of misconduct noticed.
- The employee who has committed any misconduct shall be given seven days to submit his/her written clarification against the allegation of his/her misconduct.
- The concerned employee shall be sought an explanation stating the allegation and the proposed punishment allowing submitting a written explanation and clarification on such allegation before sentencing for punishment.
- The Management shall not impose any punishment to any employee committing misconduct after one month from the date when clarification was submitted upon the expiry of the clarification submission date.

17. TRAINING

17.1 Employee Capacity Building Training

CHN considers job-related training a vital activity for enhancing the CHN's strength and reputation as well as the employee's own professional career potential. CHN, as able, will arrange suitable formal or informal job-related in-country training and occasionally training in other countries.

- Any training shall be provided as determined by CHN. Employees cannot claim training as a matter of their right.
- CHN will also seek to arrange training for employees with overseas agencies through scholarship or sponsorship, provided the proposed training will mutually benefit the CHN and employee.

- Training needs shall be assessed by the concerned Manager in consultation with immediate supervisors. S/he will identify the employees requiring training, the type of training required, the cost of the training, funding requirement, availability of such training, and the effect on the CHN's work schedule.
- The Finance and Administration Unit shall coordinate the training process and be responsible for acquiring necessary approvals from the CEO.

17.2 Community Training and Consultations

CHN considers providing high-quality services to its guests to be the most important aspect of operating a homestay. For this, CHN focuses on capacity building and training programs for the communities in its network. Hence, CHN, as able, will arrange suitable formal or informal homestay operation and management related training and capacity building programs.

Training Responsibilities:

- **Product Development Team:** The Product Development Team will assess the training needs, formalize training modules and programs, and oversee the delivery of training to the communities. They will work closely with the Chief Operations Officer (COO) to ensure effective execution.
- **COO Leadership:** The COO will provide leadership in assessing and executing the training programs. They will be responsible for overseeing the training process, coordinating with the Product Development Team, and ensuring that the training objectives are met.
- **Compensation for Trainers:** The trainers identified from within the team will be compensated for their time and effort during the training and capacity building program. The remuneration provided will be as follows:
 - Team Lead: A gross amount of NPRs. 25,000.
 - Assistant Trainer: A gross amount of NPRs. 18,750.
 - Consultancy Services: NPRs. 10,000
- The remuneration provided to the trainers during the training period will be exclusive of any meals, travel, and accommodation expenses. These additional expenses will be covered separately as per the company's policies.
- **External Expertise:** If the training requires specialized knowledge or expertise not available within the team, the COO will be responsible for identifying, negotiating, and onboarding external individuals or organizations to conduct the training. The selection process will prioritize expertise and experience in tourism, hospitality, and business management.
- **Training Reporting:** The training team will be required to submit a comprehensive report within 15 days upon successful completion of the training. The report will outline the training activities, participant feedback, and any recommendations for further improvement. This report will be submitted to the Chief Executive Officer (CEO) for review and assessment.

The scope of our partnerships and the impact of our work may influence the remuneration structure over time.

By implementing this Homestay Management Training Program, CHN aims to enhance the skills and knowledge of our community members, thereby improving the overall guest experience. We recognize

that well-trained hosts are integral to the success of our homestay network and are committed to supporting their growth and development.

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