

STANDARD OPERATING PROCEDURE (SOP)

LOCAL SOP TITLE	Code of Conduct for Business Partners		
LOCAL SOP NO.	EO-GEN-006C	NO. OF REVISION	2
DEPARTMENT	Sustainability	EFFECTIVE DATE	1 November, 2025
FOR	CROSSROADS Maldives	APPLICABLE TO	All Business Units
SUPERSEDE SOP #	EO-GEN-006B	RELATED DOCUMENTS	N/A

RECORD OF REVISIONS

REV NO.	REV DATE	BRIEF DETAILS	ENTERED BY
01	16-Nov-2023	Crossroads Branding: - Replaced: Cover page footer as per brand standard - Replaced: Crossroads logo with tagline	Executive Office
02	16-Nov-2023	Replaced: Signatory of the policy	Executive Office
03	01-Nov-2024	Replaced: Signatory of the policy	Executive Office
04	01-Nov-2025	Replaced: Signatory of the policy	Executive Office

Policy Statement

At CROSSROADS Maldives, we believe that acting ethically and responsibly is essential to the success of a business. Thus, we promote a culture of integrity among our workforce, we comply with the letter and spirit of applicable laws and we act in a responsible manner with due respect to human rights and the environment. We expect our Business Partners to do the same.

The objective of this document is to enable all Business Partners and Suppliers of the Company to adhere to these established guidelines in the overall operations and the conduct of their respective businesses, as well as to adapt and further apply them to their related business activities in an appropriate manner accordingly.

This Code of Conduct, hereinafter referred to as the Code, sets forth the high ethical standards and sustainable behaviour that we hold ourselves to and that we expect our Business Partners to comply with throughout our business relationship.

This Code applies to all the CROSSROADS Maldives' Business Partners, including their team members and subcontractors acting on their behalf.

CROSSROADS Maldives' Business Partner denotes any individual or company, local or international, that provides goods and/or services to or otherwise does work with or for the property.

We believe that compliance with laws and regulations is a fundamental starting point, but we would like our Business Partners to join us in the advancement of the following:

1. Ethics and Integrity

CROSSROADS Maldives' Business Partners shall conduct business in accordance with high standards of ethics and integrity. At a minimum, they should:

- i. Comply with applicable laws and regulations, keep current all required permits and registrations and fulfil all reporting requirements
- ii. practice fair competition
- iii. not provide misleading information to customers
- iv. not use inducements or bribes to secure business
- v. conduct business transactions with CROSSROADS Maldives in an ethical, transparent and responsible manner and communicate any potential conflict of interest prior to entering into the transaction
- vi. not offer gifts or gratuities to any CROSSROADS Maldives team member with the aim of receiving undue advantage or preferential treatment
- vii. effectively safeguard any confidential CROSSROADS Maldives information that they may receive or come across, and ensure that their personnel maintain such confidential information in strict confidence. Confidential information includes information related to CROSSROADS Maldives' guests or team members, intellectual property or financial information.
- viii. not 'pirate' the intellectual property of others and not engage in any activities which infringe the intellectual property rights of CROSSROADS Maldives. The use of any CROSSROADS Maldives' intellectual property, including trademarks and/or any copyright material, is strictly prohibited unless written consent/authorisation has been obtained from CROSSROADS Maldives to ensure financial integrity and keep accurate records of all matters related to their business with CROSSROADS Maldives in accordance with standard accounting practices

2. Human Rights and Labour

- i. Every team member shall be treated with respect and dignity and shall not be subject to humiliating or corporal punishment or subject to physical, sexual, psychological or verbal harassment or abuse.
- ii. There shall not be any form of discriminatory practice based on age, caste, colour, creed, race, ethnic origin, gender, impairment, place of origin, language, sexual orientation, political opinion, social status, HIV-positive status or other communicable diseases. Equal opportunity principles shall be applied.
- iii. Every team member shall be entitled to a written contract that stipulates conditions for the employment and the employment relationship shall be recognised under the local law.
- iv. There shall not be any form of human trafficking, forced, bonded or compulsory labour. Team members shall be free to leave their employment after reasonable notice.
- v. Team members shall be treated with fair respect to working hours and days of rest. Wages and benefits shall be paid in accordance with local wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits
- vi. The team member's rights to freedom of association shall be respected, in consistency with the local law
- vii. Child labour is not accepted. The legal limitations regarding the employment of young persons under the age of 18 years shall be respected.

3. Prevention of Child Sexual Exploitation

CROSSROADS Maldives against sexual commercial exploitation, including exploitation of children and adolescents, and urges its Business Partners to prevent child and adolescent sexual exploitation by taking the following basic measures:

- i. Respect and promote the rights of children

- ii. Not allow or tolerate child prostitution at their premises and facilities
- iii. Adopt preventive measures to stop the circulation of tourist programmes which promote or encourage sexual contact with children
- iv. Condemn and report to the local authorities any suspicious or known cases

4. Health & Safety

Business Partners shall maintain a safe and hygienic work environment and integrate sound health and safety management practices, which at a minimum, shall include:

- a. Compliance with applicable laws and regulations
 - b. Provision of personal protective equipment
 - c. No unsafe exposure to hazardous machines, equipment and/or substances
 - d. Regular health and safety training for the prevention of accidents and injury
 - e. Access to clean drinking water and toilet facilities
- i. While effecting works in the CROSSROADS Maldives property, the team member(s) of the Business Partner shall act in accordance with the property's Health and Safety policy and procedures.

5. Environment

The Business Partner shall:

- i. Operate in accordance with the standards and requirements of the applicable environmental laws and regulations, including maintaining valid permits
- ii. Promote efficient use of materials and resources, especially water and energy
- iii. Reduce waste, for example, by using recycled or biodegradable packaging and offering the possibility of taking back reusable packaging or containers
- iv. Carefully dispose of hazardous wastes in a safe and responsible manner
- v. Offer products that have the least potential for environmental and health and safety concerns
- vi. Ensure that the products they use come from sustainable sources
- vii. Promote awareness and engage their team members in the implementation of sustainable work practices

6. Compliance with The Code

- i. We expect our Business Partners to meet the above-stated principles and standards;
- ii. Business Partners shall inform their CROSSROADS Maldives contact, as soon as reasonably possible, in case there is any significant breach, allegations of non-compliance or investigation into non-compliance related to goods or services that they provide to CROSSROADS Maldives;
- iii. Business Partners shall promptly respond to requests for information from CROSSROADS Maldives or a third party working on behalf of CROSSROADS Maldives, regarding matters covered in this Code
- iv. To assess the level of compliance with above above-stated standards and principles, a survey questionnaire may be sent out to our Business Partners on a periodical basis and if deemed necessary, a visit may also be organised to the Business Partner premises. Business Partners will be rated in accordance with their level of compliance
- v. CROSSROADS Maldives may require corrective and remedial actions from Business Partners and also reserves the right to terminate the business relationship in case of significant breaches of this Code

7. Acknowledgement

Business Partners shall complete and sign the attached acknowledgement form and send it back to the CROSSROADS Maldives contact mentioned in the address section.

Business Partner Code of Conduct Acknowledgement

To:

E-mail Address:

Postal Address:

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As a Business Partner of CROSSROADS Maldives, we hereby acknowledge receipt of the "Code of Conduct for Business Partners". We agree to apply in our operations, the standards and principles stated therein and will aim to realise them through our supply chain.

We also agree to be monitored and evaluated on our performance within the areas described in the Code of Conduct for Business Partners.

Company Name:

Represented by:

Title:

Signature:

Date:

Company Seal:

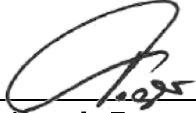
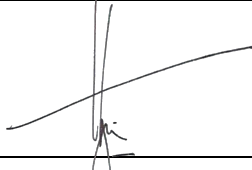
Business Registration No:

CROSSROADS

MALDIVES

by S Hotels & Resorts under Singha Estate

Approval / Signature:

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