



PRAKRITI HUMAN RESOURCE POLICY



Nurturing the nature and nature lovers...

Prakriti Human Resource Policy

Empowering *our* Team

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Sindhupalchowk, Nepal
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Policy Acknowledgment

All employees must read, understand, and comply with this policy.

Updates will be communicated via official channels.

Contact: **HR Department** for clarifications or feedback.

Prakriti Resort & Organic Farm

Commitment to Treating Our Staff Fairly

"Empowering our Team"

At Prakriti Resort & Organic Farm, our team is the heartbeat of our mission to redefine sustainable tourism. We believe that ethical hospitality begins with empowering our employees—the guardians of our land, culture, and community. Our commitment to fairness extends far beyond legal compliance, rooted in our core values of sustainability.

Our guests, staff, and the Haibung community at the Shivapuri National Park ecosystem are inseparable. We prioritize the dignity, safety, and growth of every team member, recognizing that their well-being fuels our mission to redefine sustainable tourism. Happiness here stems from ethical stewardship—of our land, culture, and people.

Our Pledge to Fairness

1. Respect for Legal and Ethical Standards

We strictly adhere to Nepal's Labour Act (2017) while surpassing legal benchmarks through our governance structure, which invests in staff wellness, eco-training, and community upliftment.

2. Fair Wages for a Sustainable Future

Every employee earns a living wage aligned with Nepal's cost of living indices, with additional allowances for roles critical to our sustainability mission (e.g., organic farming, waste management). We prioritize local hiring, ensuring 70% of our team hails from Haibung village, fostering shared prosperity.

- ❖ Salaries exceed Nepal's minimum wage, with bonuses tied to sustainability performance (e.g., waste reduction, organic yield targets).
- ❖ Eco-Allowances: Additional compensation for roles in biodiversity conservation, organic farming, and cultural preservation.

3. Rest, Renewal, and Balance

Employees enjoy leave policies exceeding legal requirements, including:

- ❖ **Eco-Recovery Days:** Additional paid leave for staff engaged in intensive conservation projects.
- ❖ **Cultural Sabbaticals:** Time off to participate in Gurung/Tamang heritage festivals or community-led ceremonies and events.

4. Safety as a Sacred Duty

Our workplace meets and exceeds national safety standards, with:

- ❖ **Monthly biodiversity hazard drills** in Shivapuri National Park to address wildlife interactions and eco-hazards.
- ❖ **Organic PPE** (e.g., chemical-free gloves, herbal insect repellents) for farm and housekeeping teams.
- ❖ **Yearly crisis management and health & safety training/drills.**

5. Zero Tolerance for Discrimination

We foster inclusivity through:

- ❖ **Affirmative Action Hiring:** 30% of leadership roles reserved for women and marginalized communities, with priority given to Haibung village residents.
- ❖ **Cultural Sensitivity Training:** Mandatory workshops on Gurung traditions, workplace etiquettes, and gender equity.
- ❖ **Fair Recruitment & Advancement:** Hiring, promotions, and training opportunities are merit-based, free from bias tied to race, caste, politics, gender, religion, or disability.

6. Growth Rooted in Equity

Career advancement is merit-based and mission-aligned, with:

- ❖ **Eco-Leadership Programs:** Scholarships for staff to pursue certifications in sustainable agriculture or wildlife conservation.
- ❖ **Community Mentorship:** Pairing junior employees with Haibung village elders to preserve indigenous knowledge.

7. Freedom of Association

Staff may unionize or join collective initiatives (e.g., Haibung Environment & Tourism Development Committee) without retaliation.

8. No Forced or Child Labor

Strict adherence to Nepal's Labour Act (2017), with annual audits of Prakriti Resort including entire supply chain to ensure wage transparency and legal compliance.

9. Training for Ethical Excellence

- ❖ Sustainability Certifications: Funded courses in organic farming, waste management, and renewable energy.
- ❖ Cultural Stewardship: Workshops on Gurung heritage, language, and eco-conscious hospitality.

10. Transparent Grievance Resolution

- ❖ Green Whistleblower Portal: Anonymous reporting for labour violations, reviewed quarterly by an independent panel including Haibung community leaders.
- ❖ Disciplinary actions follow a fair, tiered process aligned with Labour Act Section 132.

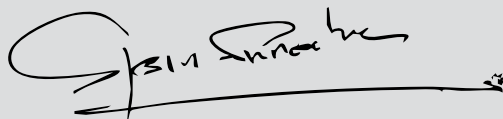
11. Implementation & Accountability

- ❖ Annual Policy Review: Conducted with staff, Shivapuri National Park authorities, and NETIF representatives including sustainable tourism expert and Travelife.
- ❖ Public Transparency: Policy displayed in staff hubs, shared on our sustainability portal, and included in guest welcome packets.
- ❖ Feedback Integration: Monthly "Green Circle" forums for staff to suggest improvements to working conditions.

12. Beyond Compliance: Our Unique Commitments

- ❖ Mental Health Sanctuary: Free yoga, meditation sessions, and counselling services amidst our organic farm's tranquil setting.
- ❖ Profit-Sharing for Sustainability Champions: Annual bonuses for teams exceeding waste reduction or energy efficiency targets.
- ❖ Voice & Accountability: A Green Whistleblower Portal for anonymous feedback, reviewed quarterly by the Haibung Environment & Tourism Development Committee.

Signed,



Mr. Arun Shrestha
Managing Director
Prakriti Resort & Organic Farm
"Empowering Our Team"
Date: 27/03/2025

Prakriti Resort & Organic Farm Commitment to Protecting and Respecting Human Rights

"Empowering our Team"

Core Values: Human Rights at Our Heart

At Prakriti Resort & Organic Farm, we recognize that sustainable tourism cannot exist without unwavering respect for human rights. Rooted in Nepal's cultural heritage and the Universal Declaration of Human Rights, we commit to fostering a workplace and community where every individual—guests, staff, and neighbours—thrives with dignity, free from discrimination or harm.

1. Respecting Human Rights

Aligning with Laws and Global Standards

- **Legal Compliance:** Strict adherence to Nepal's Labour Act (2017), Civil Rights Act, and international frameworks like the UN Guiding Principles on Business and Human Rights.
- **Non-Discrimination:** Zero tolerance for bias based on race, caste, gender, religion, disability, or socio-economic status, enforced through our *Anti-Discrimination Policy (Section 2.2)*.
- **Fair Livelihoods:** Wages exceeding Nepal's minimum standards, with **eco-allowances** for roles in conservation and cultural preservation.

2. Protecting Human Rights

Proactive Safeguards for Vulnerable Communities

- **Community Shield Initiative:** Partnering with the Haibung Environment & Tourism Development Committee to identify and support vulnerable groups, including:
 - **Minorities & Indigenous Groups:** Prioritizing employment and leadership opportunities for Gurung/Tamang community members.
 - **Economically Disadvantaged:** Offering microloans and training to local women-led organic farming cooperatives.
 - **Refugees & Migrant Workers:** Collaborating with NGOs like NETIF to ensure fair recruitment and housing for migrant staff.
- **Staff, Guest, and Supplier Accountability:**
 - **Staff Training:** Mandatory workshops on human rights, cultural sensitivity, and preventing exploitation (e.g., recognizing trafficking red flags).
 - **Guest Code of Conduct:** Clear guidelines prohibiting behaviours that harm local communities or ecosystems (e.g., disrespecting cultural sites).
 - **Ethical Supplier Pledge:** Annual audits to ensure suppliers comply with human rights standards, prioritizing local vendors from marginalized groups.

3. Actions for Impact

- **Safe Reporting Channels:**
 - **Green Whistleblower Portal:** Anonymous 24/7 platform for reporting rights violations, monitored by an independent panel including Shivapuri National Park representatives.
- **Crisis Protocols:**
 - **Biodiversity & Human Rights Rapid Response Team:** Addresses incidents like wildlife conflicts or community disputes with empathy and legal rigor.

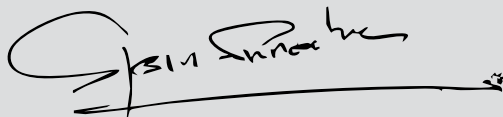
- **Empowerment Programs:**

- **Organic Farming Scholarships:** For children from low-income families in Haibung village.
- **Women's Leadership Circles:** Mentorship and entrepreneurial support programs for female staff to advance into managerial roles.

4. Implementation & Transparency

- **Annual Human Rights Audit:** Conducted with third-party experts such as Travelife and community leaders, published on our sustainability portal.
- **Staff & Guest Education:** Pamphlets and workshops on human rights, available in Nepali, Gurung dialect, and English.
- **Public Accountability:** Policy displayed in staff areas, shared with partners like NETIE, and referenced in guest itineraries.

Signed,



Arun Shrestha

Managing Director

Prakriti Resort & Organic Farm

"Empowering Our Team"

Date: 27/03/2025

Prakriti Resort & Organic Farm Commitment to Safeguarding Children, Eradicating Bonded Labour, Modern Slavery & Human Trafficking

" Empowering our Team "

1. Safeguarding Children

Prakriti Resort & Organic Farm is unconditionally committed to protecting **all children** from harm, exploitation, or abuse. We pledge to act immediately and report any suspicion of child endangerment to Child Workers Concerned Centre in Nepal (CWIN) and local authorities.

Actions:

- **Staff Training:** Mandatory annual workshops on recognizing signs of child abuse, trafficking, or exploitation, led by Sustainable Tourism expert.
- **Guest Accountability:** A *Guest Code of Conduct* prohibits inappropriate interactions with minors, enforced through visible signage and pre-check-in agreements.
- **Community Safeguards:** Partner with the Haibung Environment & Tourism Development Committee to fund educational programs for vulnerable children, including scholarships for organic farming studies.

Reporting Protocol:

- **24/7 Hotline:** Anonymous reporting via our *Green Whistleblower Portal*, monitored by a dedicated Child Protection Officer. Child Helpline: 1098.
- **Immediate Action:** Suspected cases trigger collaboration with local NGOs (e.g., UNICEF Nepal) and law enforcement.

2. Zero Tolerance for Bonded Labour

We prohibit all forms of bonded or forced labour, ensuring employment is voluntary, fairly compensated, and free from coercion.

Actions:

- **Transparent Contracts:** All staff receive written agreements in Nepali/English, detailing wages, working hours, and termination rights (Labour Act, 2017).
- **Supplier Audits:** Annual reviews of recruitment channels and farm suppliers to eradicate debt bondage or withheld wages.
- **Community Empowerment:** Microloans for vulnerable families in Haibung village to break cycles of indebtedness.

Implementation:

- **Worker Education:** Workshops on labour rights, co-hosted with Sustainable Tourism expert.
- **Third-Party Audits:** Partner with *Travelife* to certify ethical labour practices in supply chains.

3. Eradication of Modern Slavery & Human Trafficking

Prakriti Resort condemns modern slavery and human trafficking in all forms. We actively prevent exploitation through vigilance, education, and collaboration.

Actions:

- **Staff Vigilance Training:** Modules on identifying trafficking red flags (e.g., confiscated passports, restricted movement).
- **Guest Screening:** Scrutinize bookings for patterns linked to sex tourism or exploitation, refusing service where risks are identified.

- **Safe Migration Partnerships:** Collaborate with Nepali anti-trafficking NGO and local authorities to support survivors through employment opportunities at our organic farm.

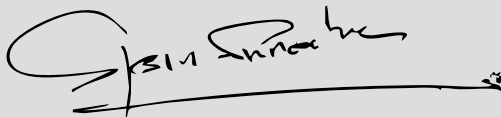
Preventive Measures:

- **Secure Recruitment:** Ban fees for job placements and audit third-party recruiters annually.
- **Community Watch Programs:** Train Haibung villagers to report suspicious activities via a dedicated hotline. Call Nepal Police: Dial 100.

Implementation & Accountability

- **Annual Transparency Report:** Published on our website, detailing incidents, investigations, and corrective actions.
- **Cross-Departmental Committee:** Includes HR, Sustainability Officers, and Haibung community leaders to review policies quarterly.
- **Public Awareness:** Pamphlets in guest rooms and staff areas outlining rights and reporting channels, available in Nepali, English, and Gurung dialect.

Signed,



Mr. Arun Shrestha

Managing Director

Prakriti Resort & Organic Farm

"Where ethical stewardship protects people and planet."

Date: 27/05/2025

Contents

Policy Acknowledgment	2
Prakriti Resort & Organic Farm	3
Commitment to Treating Our Staff Fairly	
Prakriti Resort & Organic Farm	6
Commitment to Protecting and Respecting Human Rights	
Prakriti Resort & Organic Farm	9
Commitment to Safeguarding Children, Eradicating Bonded Labour, Modern Slavery & Human Trafficking	
Table Of Contents	
SECTION ONE: INTRODUCTION & CORE VALUES	19
1.1. Introduction	
Welcome to Prakriti Resort & Organic Farm	20
Our Mission	20
Core Values	20
1.2. Purpose and Scope of the HR Policy	23
Purpose of the HR Policy	23
Scope and Applicability	24
1.3. Legal Compliance	25
Basis in The Labour Act, 2017 (2074) of Nepal	25
Communication and Accountability	25
1.4. Preambles and Definitions	27
Preamble	27
Definitions	28
Interpretation and Notification of Policy	32
Policy Awareness	36

SECTION TWO: BASIC PROVISIONS OF HUMAN RESOURCE POLICY	34
2.1 Equal Employment Opportunity (EEO)	35
Non-Discrimination Commitment	35
Inclusive Practices	35
Affirmative Action Initiatives	35
2.2 Anti-Discrimination and Harassment Policy	37
Zero Tolerance Standards	38
Reporting & Support Mechanisms	38
2.3 Authority of Management	39
Issuance of Administrative Orders	49
Delegation of Authority	40
Media & Social Media Protocol	41
2.4 Final Interpretation & Policy Governance	41
Managing Director's Authority	41
Amendment Procedures	42
Supplementary Documentation	42
Continuous Communication	42
SECTION THREE: EMPLOYMENT CATEGORIES & TERMS	43
3.1 Building a Workforce Rooted in Sustainability and Equity	44
Permanent Employees	45
Probationary Employees	46
Contract Employees	48
Temporary Employees	48
Interns and Trainees	48
Part-Time Employees	47
3.2 Guiding Principles for Employment Categories	48
Employment Contracts	48
Casual Employment	48
Establishment of Employment Relationships	49
Dispute Resolution	49
Employment Records	49
Probation Period	50

Continuity During Ownership Transitions.....	50
Special Circumstances.....	50
3.3 Provisions Relating to Trainees and Apprentices.....	51
Collaborative Learning.....	51
Ethical Work Hours & Safety.....	52
Accident Support.....	52
Trainee Engagement.....	52
Pathways Beyond Training.....	53
3.4 Provisions Relating to Part-Time Labor	54
Voluntary Participation.....	54
Equitable Remuneration.....	54
Overtime Justice.....	55
Autonomy & Multi-Employer Benefits.....	55
3.5 Provisions Relating to Work Permits	56
Prioritizing Nepali Talent.....	56
Work Permit Framework.....	57
Diplomatic Exemptions.....	57
Transparent Contracts.....	57
Cultural Integration.....	58
SECTION FOUR: PROVISIONS FOR RECRUITMENTS AND ONBOARDING.....	59
4.1 Recruitment & Workforce Development	60
Guiding Principle.....	60
Selection Process.....	61
Special Programs.....	62
Disqualifications.....	62
Probation Period.....	63
Service Record.....	64
4.2 Workplace Policies & Standards	65
Equal Employment Opportunity (EEO)	65
Compliance with Rules.....	66
Confidentiality & Secrecy.....	66
Secrecy Oath.....	67
Confidential Information.....	67
Annual Refreshers.....	68

Attendance & Punctuality.....	68
Asset Protection.....	69
4.3 Onboarding & Orientation.....	70
Phase 1: Pre-Boarding.....	70
Phase 2: Orientation.....	71
Phase 3: Role-Specific Training.....	72
Phase 4: Performance Integration.....	73
SECTION FIVE: COMPENSATION & BENEFITS.....	74
5.1 Salary Structure & Components	75
Purpose.....	75
General Policy.....	75
Salary Determination.....	76
Salary Increments.....	76
5.2 Employee Benefits	77
Provident Fund.....	77
Gratuity.....	77
Dashain Bonus.....	78
Health & Wellness.....	78
5.3 Allowances & Additional Compensation	79
Overtime Allowance.....	79
Travel & Daily Commute.....	79
Special Allowances.....	79
Annual Performance Bonus.....	80
Non-Monetary Recognition.....	80
5.4 Loans, Advances, and Other Benefits.....	81
Parental Support.....	81
Loans & Advances.....	81
Salary Governance.....	81
Grievance Redressal.....	81
Inclusivity Measures.....	81
SECTION SIX: WORKING HOURS & LEAVE POLICIES.....	83
6.1 Provisions Relating to Working Hours.....	84
Daily Working Hours.....	84

Rotating Rest Schedules for Continuous Operations.....	86
Transportation Arrangements.....	86
6.2 Overtime Policy.....	85
Voluntary Overtime & Consent Requirements.....	85
Time Off in Lieu (TOIL)	86
Monetary Compensation Options.....	87
Record-Keeping & Transparency.....	88
6.3 Provisions Relating to Leave.....	89
Weekly Leave.....	89
Public Holidays.....	90
Annual Leave.....	90
Sick Leave.....	91
Maternity & Paternity Leave.....	92
Mourning & Cultural Leave.....	93
6.4 Leave Application Procedures.....	94
Leave Accumulation & Encashment.....	95
Leave Policy Violations.....	96
Compliance & Governance.....	96
SECTION SEVEN: PERFORMANCE & DEVELOPMENT.....	97
7.1 Job Descriptions.....	98
Role Clarity.....	98
Distribution & Accessibility.....	98
Appraisal Process.....	99
Performance Appraisal Reports.....	100
Termination Procedures.....	100
7.2 Promotion Procedures.....	101
Merit-Based Criteria.....	101
Internal Opportunities & Quotas.....	102
General Requirements.....	102
Training & Development.....	103
SECTION EIGHT: PROVISION REGARDING CONDUCT AND DISCIPLINE.....	104
8.1 Provision Regarding Conduct and Discipline.....	105

Disciplinary Matrix.....	106
Discipline and Obedience.....	107
Misconduct.....	106
Code of Conduct.....	109
8.2 Conflict of Interest, Professional Conduct, and Ethics.....	114
Prohibited Conduct.....	114
Restriction on Part-Time Employment.....	114
Misuse of Information.....	117
Accepting Gifts, Presents, and Donations.....	118
Prohibition on Blockades and Obstruction.....	119
8.3 Disciplinary Process.....	120
Disciplinary Actions Overview.....	120
Dismissal and Termination.....	123
Suspension and Compulsory Leave.....	124
Appeal Process.....	125
SECTION NINE: HEALTH AND SAFETY POLICY.....	126
9.1 General Health and Safety Principles.....	127
Roles & Responsibilities.....	127
Accident Reporting and Investigation.....	128
9.2 Health Protocols and Wellness Initiatives.....	131
Mental Wellness Programs.....	131
Training & Compliance.....	133
Accountability & Reporting.....	134
SECTION TEN: GRIEVANCE PROCEDURE.....	135
10.1 Objective.....	136
Grievance Definition.....	136
Sexual Harassment Policy.....	137
10.2 Resolution Pathways and Procedures.....	138
Informal Resolution.....	140
Appeal Process.....	141
Special Provisions.....	142
Follow-Up and Monitoring.....	143

SECTION ELEVEN: TRANSFER, RESIGNATION, TERMINATION, AND RETRENCHMENT	144
11.1. Transfer Policy	145
Resignation	146
Retrenchment Due to Position Nullification	149
BOARD OF DIRECTORS' RATIFICATION	151

Section One

Introduction & Core Values

Mission To champion sustainable tourism in Nepal by offering nature-immersive experiences while fostering employee growth, innovation, and environmental stewardship.

Core Values

- Sustainability: Minimize ecological impact through eco-conscious practices.
- Respect for Nature: Protect Shivapuri National Park's biodiversity.
- Community Engagement: Support local communities ethically.
- Well-being: Prioritize work-life balance and mental health.
- Excellence & Integrity: Promote innovation, transparency, and accountability.

Purpose This policy ensures fair, lawful, and ethical employment practices aligned with Nepal's Labour Act (2017) and Prakriti's mission.

1.1

Prakriti Human Resources Policy 2025

Welcome to the Prakriti Resort family! This Human Resources Policy Manual is designed to provide you with essential information about our policies, procedures, and benefits. It will help you understand your rights and responsibilities as an employee, as well as the expectations and support available to you. At Prakriti, we believe in fostering a culture of open dialogue, continuous feedback, and collaborative growth—anchored in sustainability, community engagement, and overall well-being.

Our Mission

At Prakriti Resort & Organic Farm, we are redefining sustainable tourism in Nepal. We are committed to offering guests a truly immersive nature experience while creating an inclusive, empowering, and innovative workplace for our team. Our mission is driven by a steadfast commitment to environmental conservation and community engagement. Together, we cultivate a resilient, forward-thinking family where every employee contributes to our collective success and the positive impact we make on our planet and local communities.

Mission Statement:

“Empowering Our Team”

Core Values

At Prakriti Resort & Organic Farm, our values are our guiding principles and interwoven with our governance structure. Rooted in sustainability, respect, and harmony, these ideals guide every decision we make, ensuring a sanctuary for both our guests and our team.

- **Sustainability** as a core business model. We adhere to guidelines set by Global Sustainable Tourism Council (GSTC) and prescribed by Travelife. We have set empirical

sustainability KPIs described in our Sustainability Policy which will help us measure and improve our sustainability performance.

As stewards of Haibung community, we expect our team to embrace conservation, reduce waste, and protect the delicate balance of biodiversity that surrounds us.

- **Reverence** for Nature’s Sanctuary Nestled within the pristine wilderness of Shivapuri National Park, we tread lightly and mindfully. Our team leads by example, safeguarding the flora and fauna, ensuring that the untouched beauty of this ecosystem remains a legacy for generations.
- **Community** Heartbeat of Our Ethos We thrive by uplifting those around us. Through ethical tourism, fair employment, and cultural preservation, we foster meaningful connections with local communities, honouring their heritage while creating shared prosperity. Integrated to Haibung Community via Haibung Environment & Tourism Development Committee.
- **Well-being in Harmony with Nature** A healthy team is a happy team. We nurture physical, mental, and emotional balance, offering a tranquil work environment where wellness is woven into daily work—whether through yoga, organic farm-to-table meals, or moments of mindful reflection.
- **Innovation with Purpose** Pioneering community-based tourism, we challenge the status quo. Our team is empowered to think and work boldly, refine our practices, and deliver exceptional experiences that redefine authentic Nepalese hospitality imbedded in sustainability. Employees in leadership roles (e.g., Sustainability Coordinator) will submit quarterly proposals for sustainability improvements, evaluated

by the Haibung Environment & Tourism Development Committee.

- **Integrity in Every Interaction** Trust is our foundation. We operate with transparency, fairness, and accountability, fostering open dialogue with guests and employees alike. Honesty isn't just policy—it's our promise.

1.2

Purpose of the HR Policy

The HR Policy for Prakriti Resort & Organic Farm is designed to provide clarity on the rights, responsibilities, and expectations for both the employer and employees. Our policy aims to foster a work environment that aligns with our mission of sustainable working, promoting respect for nature, and encouraging a harmonious and collaborative workplace culture.

This document outlines the principles and practices that guide employee conduct, ensure compliance with national labour laws, and reflect our commitment to ethical employment practices. It serves as a comprehensive guide for managing all aspects of employment, including recruitment, compensation, performance, and workplace behaviour.

Designed to:

- **Cultivate Harmony:** Foster a workplace where respect for nature, community, and individual well-being thrives, mirroring our core values of sustainability and community.
- **Empower Responsibility:** Clearly define rights, duties, and expectations for all employees, ensuring alignment with Nepal's Labour Act, 2017 and our organic, eco-conscious ethos.
- **Drive Ethical Excellence:** Uphold fair labor practices, from recruitment to retirement, that prioritize dignity, inclusivity, and transparency.
- **Nurture Collective Impact:** Integrate policies that advance our mission—whether through sustainability operations, community partnerships, or employee development expressly targeting local community development.

This policy is a living blueprint for creating a workplace where ethical practices, environmental guardianship, and human potential converge to redefine sustainable tourism.

Scope and Applicability

This HR Policy applies to all employees, including full-time, part-time, temporary, and contract employees at Prakriti Resort & Organic Farm. It encompasses policies related to hiring, employee relations, health and safety, performance management, and the overall well-being and effectiveness of our workforce.

Including:

- **All Employment Types:** Full-time, part-time, temporary, contract, trainee, and apprentice roles (as defined under Labour Act, 2017, Chapters 3-5).
- **All Operational Areas:** Recruitment, health/safety, performance management, compensation, leave, and conduct, with special emphasis on:
- **Eco-Conscious Practices:** Training programs on waste reduction, organic farming, and energy efficiency.
- **Cultural Stewardship:** Roles in preserving local heritage and engaging communities (e.g., Gurung cultural initiatives).
- **Legal & Ethical Compliance:** Adherence to Nepal's labour standards, including non-discrimination (Section 6), safe working conditions (Chapter 12), and fair wages (Chapter 8).

This policy does not override collective agreements or Nepal's Social Security Fund provisions, or, that of our industry peers in Nepal (for e.g- Hotel Association of Nepal (HAN); Nepal Tourism Board (NTB) etc.) which operate in parallel to enhance employee welfare.

1.3

Legal Compliance

This HR Policy Manual is meticulously aligned with Nepal's Labour Act, 2017 (2074) and serves as a dynamic roadmap for ethical employment practices that mirror our dedication to sustainability, community, and environmental stewardship. This document will be updated periodically to reflect changes in laws, regulations, and company practices. Employees will be informed of any significant updates. Updates will reflect feedback from Shivapuri National Park and Haibung Environment & Tourism Development Committee stakeholders to ensure communal alignment.

For questions or clarifications, please feel free to contact the Human Resources Department.

Key Pillars of Compliance:

i. Legal Rigor

All policies adhere to the Labour Act, 2017, including but not limited to:

- Fair Employment Standards: Recruitment, probation, and termination (Chapters 3-5).
- Health & Safety: Workplace safety protocols (Chapter 12) and accident insurance (Section 55).
- Equity & Inclusion: Non-discrimination (Section 6), equal pay (Section 7), and protections against forced labor (Section 4).

ii. Living Document for a Living Mission

This manual evolves alongside Nepal's legal framework and Prakriti Resort's sustainability goals. Updates will reflect:

- Changes in national labour regulations.
- Innovations in eco-conscious operations (e.g., waste reduction, organic farming integration).

- Feedback from employees and community stakeholders.

iii. **Transparent Communication**

- a) **Updates:** Significant revisions will be shared through:
 - The Green Bulletin (internal sustainability newsletter).
 - Mandatory sustainability training sessions.
 - Direct notifications to all employees via email or posted notices.
- b) **Clarifications:** For questions, employees are encouraged to contact the Human Resources Department—your partners in ethical guardianship.

iv. **Community Accountability**

Compliance extends beyond legal checkboxes. We align with:

- **Social Security Fund** contributions (Section 52-57).
- **Local Partnerships:** Collaborations with Haibung Environment & Tourism Development Committee and Shivapuri National Park guidelines.
- **Cultural Preservation:** Ethical engagement with Gurung/Tamang community traditions (Cultural Support, Section 9).

1.4

Preamble

Title: Prakriti Human Resource Policy

Mission: “Empowering our Team”

- a. **Foundation in Purpose:** This policy embodies Prakriti Resort & Organic Farm’s unwavering commitment to fostering a workplace rooted in organic ethics, environmental guardianship, and cultural harmony. It is designed to uphold our mission of sustainable tourism while ensuring dignity, equity, and growth for every member of our team.
- b. **Universal Application:** Governs all employees engaged in permanent, part-time, trainee, or apprentice roles (as defined under Labour Act, 2017, Chapters 3-5).

Exclusions:

- Contract Workers: Governed by project-specific terms aligned with Labour Act, 2017, Sections 10-11 (work/time-based employment).
 - Temporary Workers: Managed through short-term agreements compliant with Labour Act, 2017, Section 10(d) (casual employment).
- c. **Cultural & Ecological Stewardship:** While anchored in Nepal’s Labour Act, this policy integrates Prakriti’s unique role as a steward of:
 - Local Heritage: Alignment with Haibung’s cultural values and community partnerships (Haibung Environment & Tourism Development Committee).

- Environmental Ethics: Practices mirroring our organic farming, waste reduction, and energy efficiency initiatives and other sustainability operations.
- d. **A Living Commitment:** This policy adapts to reflect advancements in sustainable hospitality, legal reforms, and feedback from our employees and Shivapuri National Park community partners and Haibung Environment Development Committee.

Definitions

Unless otherwise specified or the context requires:

- a. **"Prakriti"**: Refers to *Prakriti Resort & Organic Farm Pvt. Ltd.*, a pioneer in sustainable agro-tourism nestled within Shivapuri National Park's buffer zone, committed to organic farming, cultural preservation, and eco-conscious hospitality.
- b. **"Policy/Rules"**: The *Staff Service Policy of Prakriti Resort*, framed by the Managing Director, embodies our commitment to ethical employment practices aligned with Nepal's *Labour Act, 2017* and our mission of environmental stewardship.
- c. **"Clerical Level"**: Roles positioned below officer level but above subordinate level, integral to maintaining operational harmony in our eco-friendly workflows.
- d. **"Contract Staff"**: Employees hired under fixed-term agreements governed by *Labour Act, 2017, Section 10* (work/time-based employment), with terms tailored to project needs while ensuring compliance with national labour standards.
- e. **"Corporate Title"**: The authority level required to fulfill responsibilities in alignment with Prakriti's sustainability goals, such as *Sustainability Coordinator*.
- f. **"Emoluments"**: Total compensation comprising basic pay and allowances, structured to reflect fair wages (*Labour Act, 2017, Chapter 8*) and our commitment to equitable livelihoods.
- g. **"Employee"**: All individuals contributing to Prakriti's mission, including permanent, probationary, and contract staff, as defined under *Labour Act, 2017, Section 10*.

- h. **"Employee Provident Fund"**: A retirement fund co-contributed by Prakriti and employees (*Labour Act, 2017, Section 52*), reflecting our dedication to long-term financial security and alignment with Nepal's *Social Security Fund*.
- i. **"Financial/Fiscal Year"**: The 12-month period from *Shrawan 1 to Ashad 30*, aligned with Nepal's fiscal calendar and Prakriti's organic farming cycles.
- j. **"Functional Title"**: Job titles reflecting roles critical to our sustainability mission (e.g., *Organic Farm Specialist, Eco-Housekeeping Attendant, Cultural Heritage Guide*).
- k. **"Gratuity"**: A lump sum payable upon retirement/resignation, compliant with *Labour Act, 2017, Section 53*, symbolizing gratitude for service to Prakriti's ecological and community goals.
- l. **"Management"**: The committee overseeing HR matters, ensuring policies uphold cultural values, environmental ethics, and legal standards (*Labour Act, 2017, Chapter 16*).
- m. **"Officiating"**: Temporary assumption of higher duties, fostering leadership growth in roles like *Acting Sustainability Coordinator* or *Interim Farm Manager*.
- n. **"Pay Scale"**: A salary structure approved by Prakriti, periodically reviewed to align with living wages, performance incentives, and Nepal's inflation benchmarks.
- o. **"Permanent Employee"**: An employee confirmed post-probation (*Labour Act, 2017, Section 13*), fully integrated into Prakriti's mission of sustainable tourism and organic stewardship.
- p. **"Probation"**: A 6-month evaluation period (*Labour Act, 2017, Section 13*) to assess alignment with Prakriti's values, including eco-conscious practices and cultural sensitivity.
- q. **"Regular Service"**: Continuous employment, including probation, officiating, or approved paid leave, contributing to Prakriti's vision of year-round environmental and community impact.
- r. **"Service"**: Active employment periods, including unpaid leave approved for sustainability training or cultural preservation initiatives.

- s. **"Subordinate Level"**: Roles such as *Eco-Driver, Farm Messenger, or Green Security Staff*, foundational to Prakriti's daily eco-operations.
- t. **"Supervisor"**: An employee overseeing departments critical to our mission (e.g., *Organic Farming Supervisor, Waste Management Lead*), ensuring adherence to sustainability protocols.
- u. **"Travelife"**: Travelife is a sustainability certification scheme designed for hospitality businesses. It provides a framework for hotels, resorts and related companies to implement and verify responsible practices in environmental, social, and economic dimensions.
- v. **"Haibung Environment & Tourism Development Committee"**: A Community Based Organization named the "Haibung Environment and Tourism Development Committee" has been established. This committee is part of the local partnership efforts and aims to coordinate and promote sustainable tourism initiatives in the Haibung area.
- w. **"Haibung"**: Haibung is a village in Sindhupalchok District in the Bagmati Zone of central Nepal. It is situated in the buffer zone of Shivapuri National Park.
- x. **"Shivapuri National Park"**: Shivapuri National Park is a protected area in Nepal, noted for its rich biodiversity and scenic landscapes. The document explains that the Prakriti Resort and Organic Farm is located on the buffer zone of Shivapuri National Park, highlighting the park's importance in regional ecological conservation and sustainable tourism.
- y. **"NETIF"**: NETIF stands for the Nepal Environment and Tourism Initiative Foundation. The attached document describes it as an NGO that collaborates with local board members and stakeholders to promote sustainable tourism and environmental conservation in Nepal.

Interpretation and Notification of Policy

The Managing Director holds the final authority to interpret this policy. In matters related to administration and interpretation, the Managing Director's decision is final. All policy interpretations will be communicated to the staff of Prakriti Resort & Organic Farm.

1. **Authority in Ethical Stewardship:**

- **Final Interpretation:** The Managing Director, as the guardian of Prakriti Resort's sustainability mission and cultural values, holds the ultimate authority to interpret this policy. Decisions ensure **holistic alignment** with:
 - Nepal's *Labour Act, 2017* (e.g., *Section 108* on internal management).
 - Prakriti's core pillars: **organic ethics, environmental preservation, and community partnerships** (e.g., Haibung Environment & Tourism Development Committee initiatives).
- **Finality of Decisions:** Rulings by the Managing Director in administrative or interpretive matters are binding, reflecting our commitment to equitable and eco-conscious governance.

2. **Transparent Communication:**

- **Staff Notification:** All policy interpretations and updates will be communicated through:
 - **The Green Bulletin:** Our internal sustainability newsletter, highlighting links between policy changes and environmental goals.
 - **Eco-Training Sessions:** Mandatory workshops integrating policy updates with organic farming practices and sustainability protocols.
 - **Direct Outreach:** Email alerts or posted notices in communal eco-hubs (e.g., farm meeting areas, cultural heritage zones).
- **Clarity & Accessibility:** Interpretations will be shared in **Nepali and English**, ensuring inclusivity for all employees, including subordinate-level staff and local community hires.

3. **Mission-Driven Dialogue:**

- Employees may seek clarifications through the **HR Sustainability Liaison**, a role dedicated to bridging policy adherence with Prakriti's ecological and cultural ethos.

Policy Awareness

It is the responsibility of every employee to read and understand all provisions of the HR Policy. Lack of awareness or knowledge of the policy will not be accepted as an excuse for non-compliance.

1. Duty to Engage:

Every employee at Prakriti Resort & Organic Farm is a **guardian of our sustainability mission**. It is your responsibility to:

- **Read, Understand, and Uphold** all provisions of this HR Policy, which intertwines legal compliance (*Labour Act, 2017*) with our commitment to organic ethics, cultural preservation, and eco-conscious operations.
- **Embrace Accountability:** Ignorance of the policy cannot justify non-compliance. As stewards of Shivapuri's ecosystem and Haibung's heritage, awareness and implementation is foundational to our collective impact.

2. Resources for Empowerment:

- **Eco-Training Programs:** Mandatory sessions integrate policy education with sustainability practices (e.g., waste management, organic farming techniques).
- **Green Bulletin Access:** Policy highlights are featured in our internal sustainability newsletter, aligning HR standards with sustainability goals.
- **Multilingual Guidance:** Policy summaries available in **Nepali and English**, ensuring accessibility for all staff, including subordinate-level roles and local community hires.

3. Social & Environmental Alignment:

- Policies are designed not just as rules but as tools to integrate with Haibung Community. For example:
 - Understanding leave policies (*Labour Act, 2017, Chapter 9*) ensures seamless support during organic harvest cycles.

- Adhering to conduct standards (*Section 131*) safeguards our harmonious workplace and biodiversity-rich surroundings.

4. **Clarification Channels:**

- Contact the **HR Department** for guidance, ensuring policy comprehension aligns with Prakriti's values of transparency and community partnership.

Section Two

Basic Provisions of Human Resource Policy

Non-Discrimination Hiring, promotions, and benefits are merit-based, free from bias related to race, gender, religion, caste, disability, or other protected characteristics.

Zero Tolerance Harassment, bullying, or discrimination will result in disciplinary action, up to termination.

Reporting Employees may confidentially report issues to HR without fear of retaliation.

2.1

Equal Employment Opportunity (EEO)

Prakriti Resort & Organic Farm is committed to providing equal employment opportunities to all individuals, regardless of race, political affiliation, gender, religion, age, marital status, disability, caste, economic status, or occupation. We are dedicated to creating a diverse, inclusive, and respectful workplace, free from discrimination and bias, and one that fosters the development of a fair and egalitarian society.

The employment of individuals and engagement with groups—regardless of activity—will be conducted on a non-discriminatory basis. All persons are considered equal, and under no circumstances will Prakriti Resort engage in activities that violate generally accepted human rights principles.

From time to time, Prakriti Resort may implement affirmative action policies to further strengthen our commitment to these principles and ensure they are fully realized in our operations.

All decisions regarding recruitment, promotion, compensation, and any other terms of employment will be based on merit, qualifications, and the needs of the resort, ensuring fair treatment for all employees.

Prakriti Resort & Organic Farm is committed to fostering **a workplace where diversity flourishes and meritocracy thrives**, aligned with Nepal's *Labour Act, 2017* and our mission of sustainable agro-tourism.

1. Non-Discrimination Commitment:

- Hiring, promotions, and benefits are merit-based, free from bias related to race, gender, religion, caste, disability, or other protected characteristics (*Labour Act, 2017, Section 6*).
- **Affirmative Action:** Periodic initiatives to uplift underrepresented groups, ensuring equitable access to

roles in organic farming, cultural preservation, and eco-hospitality.

2. **Inclusive Practices:**

- Decisions on recruitment, compensation, and advancement reflect **qualifications, performance, and alignment with Prakriti's sustainability goals** (e.g., roles in waste reduction, Gurung cultural engagement).

2.2

Anti-Discrimination and Harassment Policy

Prakriti Resort & Organic Farm is committed to maintaining a workplace where all employees are treated with dignity and respect. Discrimination or harassment of any kind, including but not limited to, race, color, gender, religion, age, disability, caste, economic status, sexual orientation, or any other characteristic protected by law, will not be tolerated.

1. Zero Tolerance:

- Prohibition of discrimination/harassment (*Labour Act, 2017, Section 92*) in all forms: verbal, physical, or visual.
- Retaliation against reporters will result in immediate suspension pending investigation, per *Labour Act Section 132*.
- Examples include unwelcome advances, derogatory jokes, or offensive imagery tied to race, gender, caste, political, cultural, religious or disability.

2. Reporting & Support:

- Confidential reporting to HR without fear of retaliation (*Labour Act, 2017, Section 132*).
- Disciplinary actions, including termination, for violations.

Discrimination

Discrimination in any form, whether direct or indirect, is prohibited. This includes any unfair treatment based on personal characteristics or affiliations. All employees will be evaluated and promoted based solely on their qualifications, performance, and the needs of the resort.

Harassment

Harassment includes unwelcome conduct, whether verbal, physical, or visual, that creates an intimidating, hostile, or offensive work environment. Examples include, but are not limited to:

- Verbal or physical abuse
- Unwelcome advances or requests for favors
- Inappropriate jokes, comments, or gestures
- Offensive images or messages

Zero-Tolerance Policy

Prakriti Resort adopts a strict zero-tolerance policy toward any form of discrimination or harassment. Any employee found violating this policy will face disciplinary actions, which may include termination of employment.

Reporting and Support

Employees who experience or witness any form of discrimination or harassment are encouraged to report it immediately to the Human Resources Department. Reports will be handled with sensitivity, confidentiality, and without retaliation.

By fostering a safe, inclusive, and positive workplace, Prakriti Resort ensures that every employee has the opportunity to thrive and contribute to the resort's mission.

2.3

Authority of Management

The Managing Director or an officially designated officer shall have the authority to issue administrative orders pertaining to Prakriti Resort's operations, policies, and procedures. All employees are required to adhere to and implement these orders in a timely and professional manner.

To ensure transparency and clarity, administrative orders will be communicated through official channels such as internal memos, emails, or staff meetings. Employees are encouraged to seek clarification from their immediate supervisors if any order is unclear.

1. Administrative Orders:

- Issued by the Managing Director or designated officers (*Labour Act, 2017, Section 108*), focusing on general operations (e.g., organic farming protocols, waste management).
- Communicated via *Green Bulletin*, emails, or sustainability training sessions.

2. Delegation of Authority:

- Delegated roles (e.g., *Eco-Operations Manager*) must align with sustainability goals and accountability frameworks.

3. Media & Social Media Conduct:

- All external communication requires approval to uphold Prakriti's brand as a **sustainable tourism leader**.
- Social media posts must respect confidentiality of Shivapuri's ecosystem and Haibung's cultural heritage.

Delegation of Authority

- **Delegation Process** The Managing Director may delegate authority to specific officials or departments to ensure efficient decision-making and smooth operational flow. This delegated authority may be further re-delegated, where necessary, to ensure flexibility and responsiveness in managing resort operations.
- **Accountability** Any official who re-delegates authority must do so responsibly, ensuring that the tasks or responsibilities assigned are clearly communicated, with the delegated individual held accountable for their actions and decisions.

Communication with Media

Media Communication No employee is permitted to communicate with external media outlets (including Press, Radio, Television, and online platforms) on matters related to Prakriti Resort & Organic Farm without prior written approval from the Managing Director.

- **Protocol for Media Requests:** If approached by media representatives, employees must refer them to the designated media liaison officer or the Managing Director's office. This ensures consistent messaging and alignment with the resort's public communication strategy.
- **Social Media Conduct:** Employees are reminded to maintain confidentiality and professionalism when discussing or mentioning Prakriti Resort in personal or public social media platforms. Any statement or post that may impact the resort's reputation should be approved in advance.

2.4

Final Interpretation

In cases where doubts or ambiguities arise regarding the interpretation of any provisions in this policy, the issue shall be submitted to the Managing Director. The interpretation provided by the Managing Director will be final and binding.

Employees are encouraged to provide feedback on any unclear sections of the policy. These suggestions will be considered when clarifying or revising the policies to ensure a mutual understanding.

Amendment of the Policy

This policy is subject to amendment as deemed necessary by the Managing Director. Any changes made to the policy will be officially communicated to all staff members and shall take effect from the date of the amendment.

To ensure that the policy remains relevant and effective, it will be reviewed periodically in consultation with department heads and other key stakeholders. Feedback from employees will also be taken into account to enhance workplace practices.

Power to Frame Guidelines and Circulars

To facilitate smooth execution and operation of this policy, the Managing Director holds the authority to issue supplementary guidelines, circulars, or prescribe new formats. These additional documents will form an integral part of the overall HR policy framework.

All guidelines and circulars will be clearly communicated to employees via official communication channels. Employees are

expected to stay informed of any updates or changes and ensure compliance with the new directives.

Section Three

Employment Categories & Terms

Category	Description	Benefits
Permanent	Confirmed after 6-8 months' probation.	Full benefits (PF, gratuity, insurance).
Probationary	Under evaluation for 6-months.	Basic salary only.
Contract/ Temporary/ Interns	Hired for projects/short-term needs.	Case-specific benefits.
Seasonal	Limited hours or training roles.	Pro-rated allowances; no full benefits.

Key Provisions:

- All roles require formal contracts.
- Probation extensions or terminations require documented performance reviews.
- Foreign hires need valid work permits; priority given to Nepali citizens.

. 3.1

Building a Workforce Rooted in Sustainability and Equity

At Prakriti Resort & Organic Farm, we recognize that every role—whether permanent, temporary, or trainee—is vital to nurturing our ecosystem of **organic stewardship, cultural preservation, and eco-conscious hospitality**. Clarity in employment categories ensures alignment with Nepal's *Labour Act, 2017* while empowering employees to thrive as guardians of our shared mission.

Employment Categories

Prakriti Resort & Organic Farm recognizes various employment categories to ensure clarity in employment terms and conditions. Understanding these categories is essential for employees to know their rights, responsibilities, and benefits.

1. Permanent Employees

Permanent employees are individuals who have successfully completed their probationary period and are employed on a continuous basis. They are entitled to all benefits outlined in the HR policy, including but not limited to paid leave, health insurance, and retirement plans.

- **Definition:** Individuals who have successfully completed probation (*Labour Act, 2017, Section 13*) and are entrusted with long-term roles in advancing Prakriti's vision.
- **Rights & Benefits:**
 - Full access to benefits: Paid leave, health insurance, and retirement plans (*Labour Act, 2017, Chapters 8-10*).
 - Priority enrolment in **sustainability programs** (e.g., organic farming, waste management).

- **Role in Mission:** Serve as anchors of institutional knowledge, driving initiatives like Haibung Environment & Tourism Development Committee.

2. Probationary Employees

Probationary employees are those in their initial employment period, which typically lasts between six months. During this time, their performance and fit within the resort will be evaluated. Probationary employees are entitled to basic benefits, and upon successful completion of this period, they may transition to permanent status.

- **Definition:** Talent in a 6 month evaluation period (*Labour Act, 2017, Section 13*), assessed for alignment with Prakriti's values (e.g., environmental ethics, teamwork).
- **Rights & Benefits:**
 - Basic benefits (accident insurance, weekly leave) and mentorship from sustainability leaders.
 - Pathway to permanency upon demonstrating commitment to our eco-cultural ethos.

3. Contract Employees

Contract employees are hired for a specific period or project, and their terms of employment are governed by a separate contract. These employees do not typically receive the same benefits as permanent employees, and their employment will conclude upon the completion of the contract or project.

- **Definition:** Hired for fixed-term projects (e.g., organic farm expansion, eco-construction) under agreements compliant with *Labour Act, 2017, Section 10*.
- **Rights & Benefits:**
 - Project-specific benefits (e.g., hazard pay for mountain trail development).

- Inclusion in **Green Bulletin** updates to stay connected to Prakriti's sustainability milestones.

4. Seasonal Employees

Temporary employees are engaged for short-term assignments or specific projects. Their employment is not continuous, and they are typically hired for defined periods or to fill in for permanent staff on leave. Benefits for temporary employees may differ from those of permanent employees and are determined on a case-by-case basis.

- **Definition:** Engaged for short-term needs (e.g., peak harvest seasons, cultural festivals) under *Labour Act, 2017, Section 10(d)*.
- **Rights & Benefits:**
 - Pro-rated allowances and access to on-site organic meals.
 - Opportunities to transition to permanent roles based on performance.

5. Interns and Trainees

Interns and trainees are individuals undergoing training or gaining practical experience at Prakriti Resort. They may not receive the same benefits as regular employees, but they will be provided with opportunities to learn and grow within the organization.

- **Definition:** Aspiring professionals gaining hands-on experience in sustainable tourism, organic farming, or Gurung heritage preservation (*Labour Act, 2017, Chapter 4*).
- **Rights & Benefits:**
 - Structured learning modules (e.g., permaculture design, eco-waste systems).
 - Certification upon completion, endorsing their role as ambassadors of sustainability.

6. Part-Time Employees

Part-time employees work fewer hours than full-time employees. Their rights and benefits may differ from those of full-time employees, depending on their specific roles and duration of employment.

- **Definition:** Team members contributing fewer hours, often supporting critical eco-operations (e.g., weekend farm tours, waste sorting).
- **Rights & Benefits:**
 - Proportional benefits under *Labour Act, 2017, Section 19* (e.g., festival allowances, social security).
 - Eligibility for **sustainability merit awards** recognizing impactful contributions.

3.2

Guiding Principles for Employment Categories

Anchored in Equity, Sustainability, and Legal Integrity

our employment practices are designed to uphold Nepal's *Labour Act, 2017* while fostering a workplace where **environmental stewardship, cultural preservation, and human dignity** thrive.

a) **Employment Contracts:** Prakriti Resort shall not employ any individual without entering into a formal employment contract.

Requirement: No individual shall be employed without a formal contract, (*Labour Act, 2017, Section 11*).

- **Sustainability Alignment:** Contracts for eco-roles (e.g., *Organic Farm Specialist, Waste Management Coordinator*) include clauses on environmental accountability.

b) **Casual Employment Contracts:** Casual employment, will have a written contract, the terms of employment—including remuneration and benefits—will be clearly outlined.

- **Oral Agreements:** Permitted for casual roles (*Labour Act, 2017, Section 11(2)*), but terms (e.g., daily wages for seasonal harvesters) must be clarified and documented in HR records.
- **Fair Practice:** Casual workers receive proportional festival allowances (*Section 37*) and safety training for roles like farm maintenance during monsoon seasons.

c) **Establishment of Employment Relationships:** When an employment contract is signed, or when a worker is engaged in casual employment, the employment relationship will be

deemed to be established from the moment the individual begins work or provides services.

- **Commencement:** Employment begins when work starts (e.g., farm trainees pruning herbs) or services are rendered, per *Labour Act, 2017, Section 12*.
- **Cultural Context:** Roles in Gurung cultural engagement (e.g., heritage guides) require immediate integration into our community-centric ethos.

d) **Disputes Regarding Employment Relationships:** In cases where there is a dispute over the existence of an employment relationship, such disputes shall be resolved through legal channels. If a dispute is ongoing in the Labour Department or a Court, it will be handled by those respective authorities.

- **Legal Pathways:** Disputes resolved via *Labour Office or Court (Labour Act, 2017, Section 12(3))*, ensuring fairness for roles like eco-construction teams.
- **Transparency:** Mediation prioritizes harmony, critical for collaborative projects like Shivapuri reforestation initiatives.

e) **Employment Records:** If required by legal authorities, Prakriti Resort must submit any documentation regarding employment that is within its custody. Failure to provide this documentation may lead to the presumption that the employment relationship exists.

- **Documentation:** Maintained for audits, including sustainability training logs (e.g., vermicomposting workshops).
- **Non-Compliance:** Failure to submit records presumes employment, per *Labour Act, 2017, Section 12(4)*, ensuring accountability in roles like renewable energy technicians.

f) **Probation Period:** When entering into an employment contract, Prakriti Resort may establish a probation period of six months. During this time, if an employee's performance is

deemed unsatisfactory, the employment contract may be terminated. Upon successful completion of the probation period, the employment relationship will be considered valid.

- **Evaluation:** Six-month probation (*Labour Act, 2017, Section 13*) assesses alignment with Prakriti's values (e.g., zero-waste kitchen protocols).
- **Termination Rights:** Unsustainable practices (e.g., misuse of organic resources) may lead to termination.

g) **Continuity of Employment Relationship:** In the event of a change in ownership or transfer of business, the employment relationship of existing employees shall remain intact. This continuity also applies to any merger of businesses.

- **Ownership Transitions:** Roles like *Eco-Lodge Managers* retain employment during mergers or transfers (*Labour Act, 2017, Section 14*), ensuring uninterrupted stewardship of biodiversity projects.

h) **Employment Relationship During Special Circumstances:** Should special circumstances arise—such as shortages of essential resources—Prakriti Resort may suspend work while keeping employees in reserve. The employment relationship shall continue, and any employee may be held in reserve for up to fifteen days. If a longer period is necessary, Prakriti Resort will consult with the authorized trade union or employees.

- **Resource Shortages:** Employees held in reserve during crises (e.g., organic fertilizer shortages) for up to 15 days (*Labour Act, 2017, Section 15*).
- **Community Consultation:** Extensions require dialogue with unions, prioritizing fair treatment for roles like permaculture gardeners.

3.3

Provisions Relating to Trainees and Apprentices

Prakriti Resort and Organic Farm may engage trainees and apprentices by entering into agreements with educational institutions in accordance with their approved curricula. However, it is important to note that trainees and apprentices shall not be considered employees for the purposes of this policy unless they are employed in a manner contrary to the approved curriculum.

When employing apprentices, they shall not work more than eight hours a day and forty-eight hours a week. The same provisions regarding occupational health and safety that apply to employees will also apply to apprentices. Should an apprentice suffer an accident while performing their duties, Prakriti Resort will provide necessary medical treatment and compensation for grievous injuries, unless otherwise agreed with the educational institution. Other details will be defined in the agreement between Prakriti Resort and the educational institution.

Additionally, Prakriti Resort may employ individuals as trainees for on-the-job training, with the training period not exceeding one year. Should prevailing laws stipulate a specific duration for particular work or training, the trainee may be employed for that duration. Trainees will receive at least the minimum remuneration and essential social security benefits, including sick leave, gratuity, provident fund, and insurance. After the training period concludes, Prakriti Resort is not obligated to continue the trainee's employment. However, if a trainee is retained, they will not be subject to a probation period.

Nurturing Future Guardians of Sustainability

At Prakriti Resort & Organic Farm, trainees and apprentices are vital contributors to our vision of **eco-conscious hospitality and cultural preservation**. These roles bridge education with hands-on

stewardship, ensuring the next generation inherits our commitment to Nepal's *Labour Act, 2017* and Shivapuri's ecological legacy.

1. Collaborative Learning: Agreements with Educational Institutions

- **Partnership Framework:** Trainees/apprentices engage through formal agreements with institutions, aligned with curricula emphasizing **organic farming, waste reduction, or Gurung heritage preservation** (*Labour Act, 2017, Section 16*).
- **Non-Employee Status:** Trainees/apprentices are not classified as employees unless deployed outside approved programs (e.g., unauthorized farm labor).

2. Ethical Boundaries: Work Hours & Safety

- **Time Limits:** Apprentices work ≤ 8 hours/day and ≤ 48 hours/week (*Labour Act, 2017, Section 17*), ensuring balance while mastering roles like *Eco-Culinary Assistants* or *Permaculture Designers*.
- **Health & Safety:** Full compliance with occupational safety protocols (*Chapter 12*), including protective gear for tasks like vermicomposting or farm maintenance.

3. Care in Crisis: Accident Support

- **Medical Responsibility:** Prakriti covers treatment for injuries sustained during training (e.g., herbal garden mishaps), unless pre-negotiated with institutions (*Section 17(3)*).
- **Compensation:** Grievous injuries trigger fair compensation, reflecting our duty to **future sustainability leaders**.

4. Empowering Growth: Trainee Engagement

- **Training Period:** ≤ 1 year, extendable if mandated by law (e.g., specialized roles in renewable energy systems).
- **Essential Benefits:**

- **Minimum Remuneration:** Aligned with *Labour Act, 2017, Section 19* (part-time standards).
- **Social Security:** Sick leave, gratuity, and insurance (*Sections 52-57*), fostering dignity for roles like *Cultural Heritage Trainees*.

5. Pathways Beyond Training

- **Post-Training Flexibility:** No obligation to retain trainees, but those retained (e.g., standout *Organic Farm Assistants*) bypass probation, seamlessly transitioning to permanent eco-roles.
- **Legacy Building:** Retained trainees lead initiatives like strawberry cultivation or plastic-free guest experiences, embodying Prakriti's living mission.

3.4

Provisions Relating to Seasonal Labor

Prakriti Resort may employ workers on a seasonal basis, provided that full-time employees are not compelled to take on part-time roles without their consent. The remuneration for seasonal employees will be determined based on the hours worked or according to the employment contract. It will be set at a rate that is at least equivalent to the monthly remuneration of full-time employees at the same level for similar work.

If seasonal employees engage in overtime work, they will be compensated at a rate of 1.5 times their regular compensation. Importantly, no seasonal employee will be restricted from seeking additional work elsewhere. For seasonal employees who work for multiple employers, each employer will contribute to gratuity, provident funds, or other social security benefits based on the employee's basic remuneration.

1. Ethical Flexibility: Employment Terms

- **Voluntary Participation:** Full-time employees retain autonomy; no coercion to accept seasonal roles (*Labour Act, 2017, Section 19*).
- **Role Examples:** Seasonal *Eco-Cleanliness Executives* or *Seasonal Harvest Assistants* support critical sustainability workflows without disrupting full-time commitments.

2. Equitable Remuneration

- **Fair Wage Standards:**
 - Hourly/contract rates match or exceed monthly remuneration of equivalent full-time roles (e.g., *Seasonal*

Organic Farm Attendants vs. Full-Time Permaculture Specialists).

- Aligned with *Labour Act, 2017, Section 19(3)* to ensure parity in roles like waste sorting or guest eco-education.

3. Overtime Justice

- **Enhanced Compensation:** Overtime work (e.g., preparing for Shivapuri farmers' markets) compensated at **1.5x regular compensation** (*Labour Act, 2017, Section 31*).

4. Autonomy & Livelihood Security

- **Freedom to Diversify:** Seasonal employees may pursue external work (e.g., roles in neighboring eco-projects), per *Labour Act, 2017, Section 20*.
- **Social Security Equity:**
 - Multi-employer contributions to gratuity, provident funds, and insurance (*Sections 52-57*).
 - Example: A *Renewable Energy Assistant* working seasonal at Prakriti and a local NGO receives proportional benefits from both.

3.5

Provisions Relating to Work Permits

Prakriti Resort will not employ foreign citizens without obtaining the necessary work permits from the Department of Labour. If the skilled labor required cannot be sourced from Nepali citizens, Prakriti Resort may seek to employ foreign labor under this policy. Before employing a foreign worker, Prakriti Resort will advertise the position in a national daily newspaper to attract Nepali candidates. If no suitable applications are received, Prakriti Resort may apply for a work permit with the Department of Labour, supported by evidence of their efforts to recruit locally.

The Department of Labour may issue work permits if deemed reasonable after reviewing the application. Prakriti Resort will ensure that any foreign labor hired will have opportunities for skill development and will seek to gradually replace foreign workers with skilled Nepali labor. The specifics regarding fees and other requirements for work permits will be in accordance with the applicable regulations.

Foreign employees must secure work permits to work in Nepal, except in cases where they are entitled to diplomatic immunity or are exempt under treaties with the Government of Nepal. The Department of Labour may issue permits for certain foreign nationals, including technicians for short-term repairs or maintenance.

When entering employment contracts with foreign labor, Prakriti Resort will provide information about the work conditions, service terms, and benefits in a language that the employee understands or in English. Foreign employees will also have the right to repatriate their earnings in convertible foreign currency. The remuneration and conditions of service for foreign employees will be consistent with the standards outlined in the Labour Act, 2017 (2074), ensuring that their contracts remain valid for the specified duration or up to three years if not otherwise stated. Further provisions regarding foreign employment will follow established regulations.

Global Collaboration, Local Stewardship

At Prakriti Resort & Organic Farm, we embrace global expertise while prioritizing **Nepali talent and sustainable skill transfer**, ensuring compliance with Nepal's *Labour Act, 2017* and our mission of eco-cultural preservation.

1. Prioritizing Nepali Talent

- **Local First:** Foreign citizens may only be employed after rigorous efforts to recruit Nepali talent, including national newspaper advertisements (*Labour Act, 2017, Section 22*).
 - Example: Roles like *Renewable Energy Engineers* or *Permaculture Experts* require proof of unsuccessful local recruitment before seeking international hires.
- **Skill Development Pledge:** Foreign hires include binding agreements to train Nepali staff (e.g., organic waste management techniques), ensuring gradual replacement per *Section 22(5)*.

2. Ethical Work Permit Framework

- **Department of Labour Partnership:** Permits issued only after scrutiny of recruitment efforts (e.g., ad clippings, interview logs) and alignment with national labor needs.
- **Short-Term Expertise:** Technicians for eco-infrastructure repairs (e.g., solar grid maintenance) may receive permits for ≤ 3 months (*Section 24*).

3. Diplomatic & Treaty Exemptions

- Exemptions apply only for diplomats or treaty-bound roles (e.g., UNESCO cultural advisors), per *Section 23*.

4. Transparent Employment Contracts

- **Language Accessibility:** Contracts provided in English or the employee's language (e.g., Spanish for *Latin American Agroecology Advisors*), ensuring clarity on terms like:
 - Remuneration matching *Labour Act, 2017, Chapter 8* standards.
 - Repatriation rights for earnings in convertible foreign currency (*Section 26*).
 - **Contract Duration:** Valid for specified periods or ≤ 3 years (*Section 27*), with extensions requiring revalidation of local skill gaps.
-

5. Compliance & Cultural Respect

- **Social Security Contributions:** Foreign employees receive gratuity, insurance, and provident fund benefits (*Sections 52-57*), fostering equity.
- **Cultural Integration:** Mandatory orientation on Haibung's heritage, Shivapuri environment and sustainability protocols for all roles.

Section Four

Provisions for Recruitments and Onboarding

Recruitment & Selection:

- Prioritizes internal promotions.
- Requires Nepalese citizenship, university degree, English proficiency, computer skills, and integrity.
- Includes interviews, tests, and group discussions.
- Management trainees sourced from reputable universities; internships offered.

Employment Terms:

- Equal opportunity, merit-based decisions.
- Strict confidentiality (guest data, business strategies) and compliance with rules.
- Mandatory secrecy oath; breach leads to termination/legal action.

Onboarding:

- Structured orientation, mentorship, job-specific training.

. 4.1

Recruitment

Recruitments at Prakriti Resort and Organic Farm shall primarily focus on filling positions at clerical levels or as management trainees. Appointments at other levels may be made on a need basis. It is the policy of the resort to prioritize internal promotions and transfers whenever feasible. The following minimum general criteria shall apply for recruitment, excluding non-clerical roles:

- Candidates must possess a university degree in any field.
- Proficiency in the English language, both spoken and written, is essential.
- Applicants should be citizens of Nepal or have valid work permit to work in Nepal.
- Basic computer skills, including knowledge of MS Office applications such as Word, Excel, and PowerPoint, are required.
- Relevant work experience will be considered favorably.
- Candidates should demonstrate a positive attitude, common sense, and integrity.

Candidates will be shortlisted for interviews or written tests, or both, as determined by the Management. Shortlisted candidates may also be required to participate in group discussions prior to final selection. Management reserves the right to issue questionnaires for written assessments.

Successful candidates will receive an appointment letter upon acceptance of the position. All new recruits must complete a personal history form upon joining and take an oath of fidelity and secrecy. They will also sign a declaration to acknowledge their understanding and agreement with the Code of Conduct. Furthermore, employees are required to inform the Human Resources Department in writing of any

changes to their personal circumstances that may be relevant to the organization, such as changes in marital status or address.

Management Trainees may be recruited from among candidates who have graduated from reputable universities. The Management may also choose to engage individuals for short-term positions such as summer trainees or interns as needed.

Guiding Principle

Internal Promotion Priority: Vacancies are first advertised internally to empower career advancement for existing staff aligned with our sustainability mission.

- **Candidate Requirements:**

- **Nationality:** Nepalese citizens (foreign hires require valid work permits under Labour Act 2017).
- **Education:** University degree in any discipline.
- **Skills:** Fluency in English (written/spoken), MS Office proficiency, and integrity reflecting Prakriti's values.
- **Experience:** Preferred but not mandatory; passion for sustainability outweighs tenure.

Selection Provision

Eligibility for permanent employment is restricted to Nepalese citizens and foreign citizens with work permit.

1. **Shortlisting:** Based on alignment with core values (sustainability, cultural stewardship).
2. **Assessments:**
 - **Written Tests:** Evaluate eco-literacy (e.g., Shivapuri biodiversity, waste management).
 - **Group Discussions:** Simulate teamwork in scenarios like community engagement or crisis response.

3. **Final Interview:** Conducted by a panel including the Sustainability Coordinator to gauge cultural fit.

Special Programs:

- **Management Traineeships:** Partner with Nepalese University to recruit top graduates into roles like *Eco-Operations Trainee*.
- **Internships:** 3-6-month placements for students in organic farming/eco-hospitality, with mentorship from senior staff.

Disqualification for Appointment

The following conditions will disqualify candidates from appointment:

- Applicants under the age of 18.
- Those deemed medically unfit.
- Candidates whose previous employment was terminated due to integrity issues, such as misuse of funds or dishonesty.
- Individuals convicted of criminal charges that involve fines or imprisonment.

Other Provisions

New recruits will undergo a probation period, unless waived by the Managing Director. All new hires must complete a medical check-up and a bio-data form, take an oath of fidelity and secrecy, and sign the Code of Conduct. Except for support staff, all employees of Prakriti Resort must demonstrate proficiency in computer operations relevant to their duties.

Probation Period

Newly appointed staff will undergo a minimum probation period of eight months. Should a person's performance or conduct be deemed unsatisfactory during this time, the probation may be extended for an additional six months. If the employee remains unsuitable for confirmation during the extended probation, their service may be terminated before the probation period concludes. Upon successful completion of the probation period, the individual will be confirmed as a permanent employee in their designated position according to the terms of their appointment. It should be noted that a staff member on probation is generally entitled only to the basic salary.

- **Duration:** 6 months (extendable to 14 months for skill development).
- **Evaluation Criteria:**
 - Performance in sustainability tasks (e.g., waste reduction projects).
 - Adherence to cultural sensitivity protocols.
- **Outcome:** Transition to permanent status with full benefits or termination.

Effects of Law of Amendments

In the event that provisions outlined in the appointment letter conflict with amendments to applicable acts or policies, the amended laws and policies will prevail.

Service Record

The Human Resources Department will maintain confidential service files for each employee. These files will include performance evaluations, letters of appreciation, disciplinary actions, and other relevant documentation.

- **Employee Files:** Secured digital records with access limited to HR + Managing Director.

- **Policy Hierarchy:** Labour Act 2017 supersedes conflicting internal clauses.

4.2

Equal Employment Opportunity

Prakriti Resort is committed to providing equal employment and advancement opportunities to all individuals. Employment decisions will be based solely on merit, qualifications, and abilities. The resort does not discriminate against any individual based on race, color, religion, sex, or any other characteristic protected by law. This policy governs all aspects of employment, including selection, job assignments, compensation, discipline, termination, and access to benefits and training. Employees with questions or concerns regarding discrimination in the workplace are encouraged to bring these matters to the attention of their immediate supervisor or the Human Resources Department. Any individual found to be engaging in discriminatory practices will face disciplinary action, which may include termination of employment.

- **Merit-Based Decisions:** No discrimination based on race, gender, caste, religion, or disability.
- **Affirmative Action:** 25% of clerical roles reserved for Haibung village residents.

Compliance with Rules

Every employee is required to adhere to the established Rules and Policies of Prakriti Resort and Organic Farm.

Secrecy

Before commencing their duties, all employees must take an oath of fidelity and secrecy concerning the affairs of the resort and its customers. This oath reinforces the commitment to safeguarding sensitive information and ensures that employees understand their responsibilities regarding confidentiality.

- **Secrecy Oath: Signed on day one, covering:**
 - **Protected Data:** Guest privacy, organic farming IP, financial records, Gurung cultural initiatives.
 - **Consequences:** Breaches lead to termination + legal action under Nepal's Privacy Act.
- **Annual Refreshers:** Workshops on data security and ethical reporting.

Definition of Confidential Information

Confidential information includes, but is not limited to:

- Guest personal information (names, contact details, payment information, etc.)
- Business strategies, plans, and forecasts
- Financial records and budgets
- Employee records and personal data
- Proprietary recipes, processes, and service protocols
- Any information marked as confidential or that a reasonable person would understand to be confidential

Obligations of Employees

Employees have the following obligations regarding confidentiality:

- **Non-Disclosure:** Employees must not disclose any confidential information to unauthorized individuals, both inside and outside the Resort.
- **Use of Information:** Confidential information should only be used for legitimate business purposes and in the context of the employee's role within the Resort.
- **Data Protection:** Employees must take appropriate measures to protect confidential information from unauthorized access, theft, or misuse.

- **Return of Information:** Upon termination of employment or at the request of Management, employees must return or securely dispose of any documents or materials containing confidential information.

Exceptions

Confidential information may be disclosed in the following circumstances:

- **Legal Requirements:** Disclosure is required by law or a valid court order.
- **Internal Approvals:** Disclosure is authorized by the Resort's Management for legitimate business purposes.

Consequences of Breach

Failure to comply with this Confidentiality Policy may result in disciplinary action, up to and including termination of employment. In cases of willful misconduct, the Resort may also pursue legal remedies.

Ongoing Training and Awareness

The Resort is committed to ensuring that employees are aware of their responsibilities regarding confidentiality. Regular training sessions will be conducted to reinforce the importance of this policy and address any questions or concerns.

Attendance

Employees are expected to report to work punctually every business day unless incapacitated by illness, have received prior approval for absence from their immediate supervisor, or have a legitimate reason for unavoidable absence.

Employees who are absent without approved leave or who overstay their leave will not be entitled to salary or allowances for the duration of their absence.

Continuous absence from the resort for more than fifteen days without sanctioned leave or adequate notification may result in termination of employment.

Supervisors are responsible for communicating the importance of punctuality and good timekeeping to their teams to ensure operational efficiency.

All staff, except for ground staff, must record their arrival and departure times in accordance with Management's instructions. Ground staff should inform their supervisors of their presence to fulfill their duties.

Punctuality

Being late for three consecutive working days may be regarded as one day's absence unless otherwise agreed upon by the Line Manager. Line Managers are responsible for monitoring tardiness among their staff and must inform the Human Resources Department accordingly.

- **Punctuality:** 3 late arrivals = 1 absent day; managers track via biometric logs.

Attendance and Absenteeism

Employees are expected to be present on time and work the full scheduled hours. Planned absences should be communicated to the reporting Line Manager as early as possible, ideally at least three days in advance, to facilitate appropriate management of workloads. If an employee must be absent without prior notice, they should contact their Line Manager as soon as possible.

- **Absence Protocol:**
 - **Approved Leave:** Submit via HR portal 72+ hours in advance.

- **Emergency Notice:** Inform supervisor within 2 hours of shift start.

Protection of Assets

Every employee is expected to prioritize the protection of both the resort's and guests' assets. All employees must exercise due diligence and caution in handling these assets to ensure their safety and security.

- **Asset Guardianship:**
 - **Eco-Equipment:** Report malfunctions in solar panels/compost systems immediately.
 - **Cultural Artifacts:** Handle cultural decor/art with trained care.

. 4.3

Onboarding and Orientation

The onboarding and orientation process is designed to facilitate the smooth integration of new employees into the organization, providing them with the necessary resources, information, and support to succeed in their roles.

Phase 1: Pre-Boarding

- **Welcome Kit:** Includes *Green Handbook* (sustainability protocols, cultural heritage guide).
- **Digital Onboarding:** Paperless submission of tax/benefit forms via Prakriti's eco-portal.

Phase 2: Orientation

- **Day 1 Agenda:**
 - **Mission Immersion:** Interactive session on Prakriti's role in Shivapuri conservation.
 - **Farm-to-Table Tour:** Visit organic farm, vermicomposting site, and solar facilities.
 - **Cultural Primer:** Haibung's heritage, guest interaction ethics.

Phase 3: Role-Specific Training

- **Job Training:**
 - **Shadowing:** 1 week with senior staff (e.g., Organic Farm Specialist).
 - **Eco-Certifications:** Mandatory courses in waste management/biodiversity/human rights/sustainability.

- **Mentorship:** Assigned a *Sustainability Trainer* for 90-day guidance.

Phase 4: Performance Integration

- **30/60/90-Day Reviews:** Feedback on sustainability KPIs (e.g., energy conservation ideas).
- **New Hire Survey:** Anonymous feedback to refine onboarding, with incentives for top suggestions.

Onboarding Process

- **Pre-boarding Activities:**
 - New hires will receive a welcome email outlining their start date, time, and location, along with an introduction to the company culture and values.
 - Necessary paperwork, including employment forms, tax forms, and benefit enrollment information, will be sent to new employees for completion prior to their first day.
- **First Day Orientation:**

On the first day, new employees will participate in an orientation session that includes:

 - i. An introduction to the company's mission, vision, and values.
 - ii. A review of the employee handbook and HR policies.
 - iii. Overview of organizational structure and key personnel.
 - iv. Facilities tour to familiarize new hires with their work environment.
- **Document Signing Session:** HR will guide new hires through the signing of their employment contract, appointment letter, and code of conduct. Key terms, responsibilities, and confidentiality expectations will be explained, and signed copies will be collected for company records.
- **Submission of Identity Documents and Bank Details:**

New hires will submit original identity documents (e.g.,

passport, national ID, or driver's license) for verification, along with a copy for filing. Bank account details for payroll processing will be collected securely via a designated platform or form.

- **Payslip Overview:** HR will explain how and when payslips are issued (e.g., digital access via an employee portal), review components (gross pay, deductions, net pay), and clarify procedures for addressing discrepancies.

Training and Development

- **Initial Training:**
 - New employees will undergo initial job-specific training to equip them with the skills and knowledge required for their roles. This may include:
 - Shadowing experienced staff members.
 - Attending training sessions or workshops.
 - Accessing online training modules as applicable.
- **Ongoing Support:**
 - Designated mentors or trainers will be assigned to new hires to provide guidance, answer questions, and assist with the transition during the initial employment period.

Performance Check-ins

- **Regular Check-ins:**
 - Supervisors will conduct regular check-ins with new employees during their onboarding period to discuss progress, address concerns, and provide feedback.
 - A formal review will be scheduled at the end of the onboarding period (typically 90 days) to assess

performance, clarify expectations, and discuss future development opportunities.

Feedback Mechanism

- **New Hire Feedback:**
 - New employees will be encouraged to provide feedback on the onboarding process to help improve the experience for future hires. This feedback can be collected through surveys or one-on-one discussions.

Section Five

Compensation & Benefits

Salary Structure:

- **Base Pay + Allowances** (travel, overtime, festival bonuses).
- Annual increments tied to performance reviews.

Benefits:

- **Provident Fund:** 10% employee + 10% employer contribution.
- **Gratuity:** Paid after 3+ years of service (scaled by tenure).
- **Dashain Bonus:** 1 month's salary after 6 months.
- **Health Insurance:** Group coverage for permanent staff.

5.1

Salary Structure & Components

Purpose

To establish clear guidelines regarding employee compensation, allowances, and benefits, ensuring fairness and transparency in the management of these components. Compensation at Prakriti Resort reflects role value, performance, and Nepal's cost of living, ensuring dignity and motivation for all.

General Policy

The objective of the remuneration package is to provide equitable compensation for work performed. The management is committed to establishing a fair compensation structure that reflects the organization's values and supports employee satisfaction.

Salary Scale

- **Determination of Salary:**
 - The Managing Director shall determine the salary scale and allowances for all employees.
- **Salary Components:**
 - Financial remuneration will generally be divided into the following components:
 - Basic Salary: Compliant with Nepal's minimum wage standards (Labour Act, 2017, Section 7).
 - Standard Allowance
 - Other Allowance (provided for special cases as decided by management)

- **Payment Schedule:**
 - Salaries shall be paid on a monthly basis, on or before the last day of each month, credited to the employee's payroll account or through direct payment in other cases.
- **Salary Increments:**
 - The organization discourages automatic annual increases in salary. Instead, salary increments will be based on the performance evaluation of employees.
 - Annual Increments: Tied to performance reviews and sustainability KPIs (e.g., waste reduction, guest satisfaction).

5.2

Employee Benefits

- **Medical Facilities:**

Medical facilities for confirmed staff will be determined by management. A group insurance policy may be purchased for better administration of these medical facilities.

- **Group Insurance:** Covers permanent staff + dependents (hospitalization, maternity, mental health counseling).
- **Wellness Programs:** Yoga, exercise routines, free organic farm produce meals, and annual health check-ups.

- **Provident Fund:**

A deduction of 10% of an employee's basic pay shall be made monthly, with the organization contributing the same amount to the provident fund. This fund will be deposited into the Citizen Investment Trust or another approved retirement fund, applicable only to permanent staff.

- Contribution: 10% employee + 10% employer, deposited monthly into Citizen Investment Trust (Labour Act, 2017, Section 52).
- Eligibility: Permanent staff after probation; pro-rata contributions for part-time roles.

- **Gratuity:**

Permanent employees who have completed at least three years of service shall be entitled to gratuity as follows:

- 1/2 month's last basic salary for each completed year of service for 3 to 5 years.

- 1 month's last basic salary for each completed year for 5 to 10 years.
- 1 1/2 months' last basic salary for each completed year for 10 to 15 years.
- 2 months' last basic salary for each completed year for 15 to 20 years.
- 2 1/2 months' last basic salary for each completed year for more than 20 years.

Scale:

- 0.5x monthly basic salary/year (3-5 years).
- 1x (5-10 years), 1.5x (10-15 years), 2x (15-20 years), 2.5x (20+ years).

Exclusions: Dismissal for misconduct or resignation without notice (Section 53). Gratuity will not be granted for service less than three years, dismissal due to policy violations, or leaving the organization in violation of policy.

• **Dashain Festival Expenses:**

Employees who have completed six months of service will receive one month's gross salary as a Dashain Festival Bonus. Those with less than six months will be paid on a pro-rata basis.

- Full Bonus: 1 month's gross salary after 6 months.
- Pro-Rata: <6 months: $(\text{Months served} \div 6) \times \text{gross salary}$.

5.3

Allowances & Additional Compensation

Receiving of Earned Salary-Allowance

- Except in cases resulting from disciplinary action, an employee's salary shall not be decreased.
- In the event of suspension or dismissal, employees shall receive their full-earned salary-allowance until they are formally relieved from their duties.
- **Overtime Allowance:**
 - Employees required to work beyond standard hours will receive overtime allowance, subject to prior approval from their supervisor and the HR department.
 - **Rate:** Holiday in leu of work overtime (Labour Act, 2017, Section 31).
 - **Approval:** Pre-authorization from HR + supervisor.
- **Travel and Meal Allowance:**
 - Employees traveling for business will receive a travel allowance covering transportation, lodging, and meals. Meal allowances will also be provided during work-related travel.
 - **Business Travel:** Covers transport, lodging, meals.
 - **Eco-Commute Subsidy:** For cycling, carpooling, or electric vehicle use.

- **Special Allowances:**

- Certain roles may qualify for additional allowances based on unique responsibilities or conditions.
- **Rate:** 1.5x base pay (Labour Act, 2017, Section 31).
- **Approval:** Pre-authorization from HR + supervisor.

Salary-Allowance and Facility During Suspension

Employees suspended due to disciplinary actions shall receive 50% of their salary and standard allowance during the suspension period. If acquitted of charges, they will receive the full amount of salary-allowance and facilities for the suspension period. If found guilty, they will not receive any salary-allowance or facilities from the date of suspension.

Performance Recognition & Bonuses

Management may develop a performance bonus scheme to reward and retain high-performing employees.

Annual Bonus:

- **Criteria:**
 - **Individual:** Guest feedback scores, waste reduction, or innovation in eco-practices.
 - **Team:** Achieving resort-wide sustainability goals (e.g., 100% organic sourcing).
- **Amount:** 5-20% of annual compensation, approved by Managing Director.

Non-Monetary Recognition:

- Public recognition + extra leave days for top eco-performers.
- Skill Development Grants for courses in organic farming or renewable energy.

5.4

Loans, Advances, and Other Benefits

- Policies regarding loans, advances, and other benefits will be established by management and cannot be claimed as a matter of right.
- **Interest-Free Loans:** Up to 3 months' salary for emergencies (medical, education).
- **Disaster Relief Fund:** Grants for staff affected by natural disasters (e.g., monsoon damage).

Parental Support

- **Maternity Leave:** 14 weeks (60 days paid) + lactation breaks (Section 46).
- **Paternity Leave:** 15 days paid for childbirth or adoption.

Compliance & Transparency

- **Salary Determination:**
 - **Committee:** Managed by HR, Finance, and Managing Director using role benchmarks.
 - **Review:** Annual market analysis to ensure competitiveness.
- **Grievance Redressal:**
 - **Portal:** Submit pay-related concerns anonymously; resolution within 14 days.

Inclusivity

- **Part-Time/Contract Staff:**
 - Pro-rata festival bonuses, accident insurance, and access to wellness programs.

- **Foreign Hires:**
 - Repatriation of 75% earnings in foreign currency (Labour Act, 2017, Section 26).

Section Six

Working Hours & Leave Policies

Work Schedule:

- 8 hours/day, 48 hours/week.
- Overtime paid at 1.5x base rate (max 4 hours/day).

Leave Summary:

Type	Entitlement	Conditions
Annual Leave	1 day/20 days worked	Max 90 days carryover.
Sick Leave	12 days/year	Medical certificate required after 3 days.
Maternity Leave	14 weeks (60 days paid)	Mandatory 2 weeks pre-delivery.
Paternity Leave	15 days paid	For childbirth only.
Mourning Leave	13 days paid	For immediate family loss.

6.1

Provisions Relating to Working Hours

At Prakriti Resort & Organic Farm, we prioritize employee well-being, productivity, and harmony with nature. Our working hours framework ensures compliance with Nepal's Labour Act (2017) while fostering a sustainable work-life balance.

Working Hours

At Prakriti Resort & Organic Farm, we value the well-being and productivity of our employees. To maintain a healthy work-life balance, we ensure that no employee works more than eight hours a day and forty-eight hours a week.

After five consecutive hours of work, employees are entitled to a half-hour rest period, allowing them a moment to recharge.

In situations where continuous work is necessary, we provide a rotating rest schedule, ensuring that every team member gets their deserved break.

It's important to note that these rest periods are included in the total working hours outlined above.

- **Daily Limit:** Employees shall not exceed **8 hours per day** or **48 hours per week**, inclusive of rest periods (*Labour Act, 2017, Section 25*).
- **Rest Breaks:**
 - After **5 consecutive hours**, employees are entitled to a **30-minute paid rest period**.
 - In roles requiring continuous work (e.g., organic farm operations, guest services), a **rotating rest schedule** will ensure equitable breaks.
 - Rest periods are included in total working hours.

6.2

Overtime Policy

We believe in respecting our employees' time. Prakriti Resort does not compel any worker to exceed the hours stipulated above.

However, in exceptional circumstances where the failure to complete a task could jeopardize safety, health, or result in significant loss to Prakriti Resort, an employee may be required to work overtime, subject to the guidelines outlined.

Recognizing the seasonal demands of sustainable tourism, Prakriti Resort compensates overtime through **Time Off in Lieu (TOIL)** to promote work-life balance and flexibility, while ensuring compliance with Nepal's Labour Act (2017).

Voluntary Overtime

- Overtime work is **strictly voluntary** and requires **consent** from the employee (*Labour Act, 2017, Section 31*).
- Exceptions for mandatory overtime apply **only** in emergencies threatening:
 - Guest/staff safety (e.g., wildlife conflicts, monsoon hazards).
 - Critical environmental operations (e.g., organic farm flood prevention).
- **Limits:**
 - **Daily:** ≤4 hours overtime.
 - **Weekly:** ≤24 hours overtime.
- **Substitute Leave:** Employees may opt for **1.5x compensatory leave** instead of overtime pay.

Overtime Provisions

When overtime is necessary, employees may work up to four additional hours per day, not exceeding twenty-four hours in a week.

Any work performed without the opportunity for a substitute leave will be classified as overtime.

- **Accrual Rate:** Employees earn **1.5 hours of TOIL** for every **1 hour of overtime** worked.
 - *Example:* 2 hours of overtime = 3 hours of TOIL.
- **Usage Guidelines:**
 - TOIL must be used **within 3 months** of accrual (aligned with seasonal workload cycles).
 - Priority given to TOIL usage during **low tourism seasons** (e.g., monsoon months).
 - Employees may request TOIL in **half-day or full-day increments**, subject to operational needs.
- **Forfeiture:** Unused TOIL expires after 3 months unless approved for extension by HR.

Exceptions for Monetary Compensation

We believe that hard work deserves fair compensation. For any overtime hours worked, employees will receive payment at a rate of 1.5 times their basic compensation, as applicable during regular working hours.

It is worth noting that this section does not preclude collective agreements or employment contracts that may offer additional benefits for managerial-level staff in lieu of overtime remuneration.

- **Cash Payment Option:** Employees may opt for **1.5x basic hourly wage** instead of TOIL if:
 - TOIL cannot be granted due to prolonged peak season demands.

- The employee's role is critical to daily operations (e.g., organic farm supervisors, guest relations managers).
- **End-of-Fiscal-Year Settlement:** Unused TOIL balances are paid out at **1x basic wage rate** if not utilized by the fiscal year-end (*Shrawan 1*).

Fixation of Working Hours

In cases where an employment contract specifies start and end times, these should be adhered to. If not defined, the working hours will be determined by Prakriti Resort, ensuring clarity and consistency.

Additional regulations regarding working hours will be established as needed.

Transportation Arrangements

Understanding the importance of safety, Prakriti Resort is committed to ensuring that female employees who work hours that extend beyond sunset or commence before sunrise have safe and reliable transportation to and from the workplace.

Record-Keeping & Transparency

- **Digital TOIL Tracker:** Managers must log overtime hours and TOIL balances in the **HR Portal**, accessible to employees.
- **Monthly Audits:** HR will reconcile TOIL records with attendance logs to prevent discrepancies.

Example Workflow

- **Peak Season (Oct-Dec):** Frontline staff work 10 hours/day (2 hours overtime).
- **TOIL Accrued:** $2 \text{ hours/day} \times 1.5 = 3 \text{ hours TOIL/day}$.

- **Low Season (Jun-Aug):** Staff use accrued TOIL for extended weekends or cultural sabbaticals.

6.3

Provisions Relating to Leave

Prakriti Resort & Organic Farm prioritizes employee well-being, cultural respect, and ecological stewardship through a flexible yet compliant leave framework.

Weekly Leave

Employees are entitled to one day of paid leave each week, ensuring they have regular time off for rest and recuperation.

- **Entitlement:** 1 paid rest day per week (*Labour Act, 2017, Section 29*).
- **Scheduling:**
 - Rest days may shift during peak tourism seasons (e.g., Dashain, trekking months) but must be compensated within 21 days.
 - Employees in critical roles (e.g., organic farm supervisors) receive **rotating rest days** to ensure operational continuity.

Public Holidays

Each employee is entitled to 13 days of paid public holidays per year, including International Workers' Day (May 1st). Female employees are granted 14 days, which includes International Women's Labour Day. Public holidays will be observed as determined by Prakriti Resort and Organic Farm.

- **General Entitlement:** 13 paid public holidays/year, including International Workers' Day (May 1).

- **Female Employees:** Additional day for **International Women's Day (March 8)** as per Prakriti's gender equity commitment.

Substitute Leave

Employees engaged in work that cannot be paused or must continue uninterrupted will be provided with substitute leave in exchange for working on a weekly or public holiday. This leave must be granted within 21 days of the date on which the employee worked.

- **Substitute Leave:**
 - Work on a public holiday grants **1.5x substitute leave** (e.g., working on Dashain grants 1.5 days off).
 - Must be availed within 30 days or paid as **2x daily wage**.

Annual Leave

Employees are entitled to paid annual leave at the rate of one day for every 20 days worked. Should the number of days worked not meet the required amount for a full day of leave, employees will receive pro-rated leave for the number of days worked.

- **Accrual:** 1 day for every 20 days worked (*Labour Act, 2017, Section 34*).
- **Pro-Rata:** Part-time/temporary staff accrue based on hours worked.
 - *Example:* 100 hours worked = 5 days annual leave ($100 \div 20$).
- **Carry Forward:** Up to **30 days** (reduced from 90 to align with industry norms). Excess paid at **basic wage rate** by fiscal year-end.

Sick Leave

Employees are eligible for 12 days of paid sick leave annually. For employees who have worked for less than one-year, sick leave will be granted on a pro-rata basis.

If an employee requires more than three consecutive days of sick leave, they must submit a medical certificate from a recognized doctor. In the event of sudden illness, the employee should notify Prakriti Resort and Organic Farm or the designated representative at the earliest opportunity.

- **Entitlement:** 12 days/year (pro-rated for new hires).
- **Documentation:**
 - Medical certificate required after **2 consecutive days** (per Labour Act, Section 35).
 - **Eco-Clinic Partnerships:** Free consultations at Prakriti-affiliated clinics for sustainability roles (e.g., farm staff).
- **Mental Health Leave:** Up to **5 days/year** included in sick leave for stress/mental wellness.

Maternity & Paternity Leave

Pregnant female employees are entitled to 14 weeks of maternity leave, to be taken before or after delivery.

- **Maternity Leave:**
 - **14 weeks total** (60 days fully paid, 38 days unpaid).
 - Mandatory **2 weeks pre-delivery** and **6 weeks post-delivery**.
 - **Extensions:** Up to 1 month unpaid with doctor's note.
 - **Non-Discrimination:** Job protection guaranteed upon return.

- **Paternity Leave: 15 days paid** (beyond Labour Act requirements) for childbirth/adoption.
- **Documentation:** Submit birth certificate or hospital proof within 30 days.
- It is mandatory for female employees to take leave starting at least two weeks prior to the expected delivery date and continuing for at least six weeks post-delivery.
- Full remuneration will be provided for the first 60 days, after which the remaining period will be unpaid.
- In cases where a doctor recommends further rest for the health of the mother or child, up to one month of additional unpaid leave may be approved.
- If a female employee delivers a stillborn child or suffers a miscarriage after seven months of pregnancy, she will receive the same leave as if she had delivered a healthy baby.
- If a female employee passes away within 60 days of childbirth, her spouse is entitled to take the remaining portion of her maternity leave to care for the child.
- Male employees are entitled to 15 days of paid paternity leave for maternity care when their spouse gives birth.

Submission of Birth Certificate

Female employees on maternity leave must submit a copy of the child's birth certificate, except in cases where the child has passed away.

Mourning & Cultural Leave

In the event of the death of an employee's spouse, parent, or parent-in-law, or if the employee must observe mourning for religious reasons, the employee is entitled to 13 days of paid leave.

- **Mourning Leave:** 13 days for death of spouse, parents, or parent-in-law.

- **Cultural Sabbaticals:** Up to **3 days/year** for Gurung/Tamang festivals (e.g., Lhosar), approved by Haibung Environment & Tourism Development Committee.

6.4

Leave Accumulation

Employees may accumulate up to 90 days of annual leave and 45 days of sick leave. In the event of termination or death, the employee or their designated family member will receive a lump sum equivalent to the last basic remuneration for the accumulated leave. If leave exceeds these limits, the employee will be compensated for the excess leave at the end of each year, based on their basic salary.

- **Annual Leave:** Max 30 days carried forward; excess paid at **basic wage**.
- **Sick Leave:** Max 15 days carried forward; no encashment.
- **Encashment at Separation:**
 - Annual leave: Paid at **average salary** (basic + allowances).
 - Unused TOIL: Paid at **1.5x basic wage**.

Yearly Calculation

For the purposes of leave entitlements, a year will be calculated as follows:

- In accordance with any applicable legal provisions,
- As per the guidelines set by regulatory authorities,
- In line with the terms outlined in the employee's contract,
- In absence of other provisions, the fiscal year of the Government of Nepal will be followed.

Leave Application

Leave Application Procedure:

- **Advance Notice:** Employees must apply for leave at least [X] days in advance for planned leave (e.g., annual, maternity, or paternity leave) through the appropriate channels (e.g., leave management system or HR department).
- **Emergency Leave:** In cases of emergencies where prior notice cannot be given, the employee should inform their immediate supervisor at the earliest possible time, and a formal application should follow.
- **Approval Process:** Leave requests are subject to approval by the immediate supervisor and HR, ensuring that the department's operational needs are not compromised.
- **Documentation:** For extended or medical-related leave, supporting documentation such as a doctor's note or proof of emergency may be required.

Advance Notice:

- Annual/Cultural Leave: **15 days** for peak season (Oct-Dec), **7 days** otherwise.
- Maternity Leave: **30 days'** notice.
- **Emergency Leave:** Notify supervisor within **2 hours**; submit documentation within 48 hours.
- **Approval:** HR + supervisor must respond within **3 working days**.

Leave as a Benefit, not a Right

Except for sick leave, maternity leave, and mourning leave, all other forms of leave are considered benefits and cannot be claimed as a matter of right. Prakriti Resort and Organic Farm reserves the right to refuse, withhold, or reschedule leave based on the operational needs of the business.

Leave Carry Forward and Encashment

Employees may be allowed to carry forward a certain number of unused leave days to the next calendar year, subject to company policy. However, any leave in excess of the carry forward limit will lapse. The organization may offer leave encashment for unused leave at the end of the fiscal year or upon resignation, based on company policy and local labour laws.

Leave Policy Violations

Employees who violate the leave policy may be subject to disciplinary action, which could include:

- **Unauthorized Leave:** Failure to apply for leave or obtain approval may result in pay deductions, warnings, or further disciplinary measures.
- **False Claims:** Falsifying medical documents or reasons for leave may result in immediate termination.
- **Excessive Absenteeism:** Repeated absenteeism, even if covered by leave entitlements, will be reviewed by HR and may lead to performance reviews, disciplinary actions, or job termination in extreme cases.

Penalties for Violations

Unauthorized Leave:

- 1st offense: Written warning + deduction of 2x daily wage.
- Repeat offenses: Suspension or termination.

Fraudulent Claims: Immediate termination + legal action.

Section Seven

Performance & Development

- **Appraisals:** Annual reviews determine promotions, salary hikes, and training needs.
- **Training:** Job-specific and leadership programs offered based on organizational priorities.
- **Promotions:** Merit-based with preference for internal candidates.

7.1

Performance, Promotion, Career Development, And Training

Prakriti Resort fosters a culture of growth, equity, and ecological stewardship by aligning employee development with organizational goals and Nepal's Labour Act (2017).

Job Description

Each functional position at Prakriti Resort will have a clearly defined job description to ensure that all employees understand their roles and responsibilities.

- **Responsibility for Creation:** Line Managers are tasked with preparing the job descriptions for their respective teams.
 - **Role Clarity:**
 - Line managers draft job descriptions (JDs) with explicit sustainability responsibilities (e.g., waste reduction targets for farm staff, cultural sensitivity for guest relations).
 - JDs must include KPIs tied to Shivapuri National Park conservation (e.g., organic yield metrics, guest eco-education sessions).
- **Distribution:** Each employee will receive a copy of their job description, with additional copies retained by the HR Department and the relevant supervisor for reference.
- JDs shared via Green HR Portal and displayed in staff eco-hubs (e.g., farm meeting areas).

Performance Appraisal

Performance appraisals are a key tool for recognizing employee contributions and identifying areas for growth. At Prakriti Resort,

performance reviews are conducted annually, with the following objectives:

- **Review of Potential and Performance:** The appraisal process enables management to assess employee potential and performance. Employees also receive valuable feedback on their contributions, fostering development.
- **Evaluation:** Employees will be evaluated by their immediate supervisors, with Middle Management and above being reviewed by department heads.
- **Basis for Appraisal:** The appraisal will serve as the primary basis for decisions on salary increments, promotions, and transfers. It will be conducted in line with Prakriti Resort's established appraisal system.
- **Frequency:**
 - **Annual reviews** for all staff.
 - **Quarterly check-ins** for roles critical to sustainability (e.g., waste management leads, cultural guides).
- **Evaluation Criteria:**
 - **Core Metrics:** Job performance, guest feedback, teamwork.
 - **Sustainability KPIs:**
 - Reduction in plastic use (housekeeping).
 - Organic crop yield (farm staff).
 - Cultural heritage workshops conducted (cultural engagement team).
- **Process:**
 - Employees submit **self-appraisals** via HR Portal 10 days before review.
 - Supervisors use a **5-point scale** (1 = Unsatisfactory, 5 = Exceptional) aligned with Labour Act standards (*Section 40*).

Performance Appraisal Report

- Supervisors are required to submit performance appraisal reports for each employee in the prescribed format.
- Employees must complete their self-appraisal within the allocated time before submission to their supervisor for evaluation.
- For an appraisal to be conducted, employees must have served at Prakriti Resort for a minimum of three months.
- Management Trainees will undergo monthly appraisals by their mentors, with a final evaluation upon confirmation of their role.

Addressing Unsatisfactory Performance

If an employee's performance is deemed unsatisfactory during the appraisal period, the supervisor will work with the employee to identify areas for improvement.

- A two-month re-evaluation period will be set, with follow-ups until the necessary improvements are achieved.
- If performance remains below the required standard, further action, including termination, may be considered.
- **Improvement Plan:**
 - **30-day mentorship** with senior staff (e.g., Organic Farm Supervisor mentors underperforming farmhands).
 - **Sustainability retraining:** Mandatory workshops on eco-practices (e.g., vermicomposting, wildlife safety).
- **Termination:**
 - Permitted only after **2 failed re-evaluations** and approval by HR + Managing Director (*Labour Act, Section 52*).

7.2

Promotion and Its Procedures

Promotion at Prakriti Resort is merit-based and not an entitlement. However, promotions will be considered under the following conditions:

- **Internal Opportunities:** Vacancies may be filled by promoting internal candidates when they demonstrate competency for the role.
- **Evaluation Criteria:** Promotions are based on performance evaluations, qualifications, and experience relevant to the vacant position.
- **Preference:** While merit takes precedence, seniority will be considered in cases where candidates are equally qualified.
- **General Requirements:** Employees must have a minimum of two years of continuous service in their current position and receive at least a "Good" rating in their most recent performance review. Exceptional candidates may be considered for promotion at the discretion of the Managing Director.
- **Criteria:**
 - **Merit-Based:** ≥4/5 rating in two consecutive appraisals.
 - **Sustainability Impact:** Proven contributions to eco-goals (e.g., leading waste reduction projects).
 - **Leadership in Community Initiatives:** E.g., organizing Haibung village clean-ups.
- **Priority to Internal Candidates:**
 - Vacancies advertised internally first.
 - **Haibung Village Quota:** 30% of promotions reserved for local hires.

Career Development and Training

Prakriti Resort is committed to fostering career development for all employees, ensuring that opportunities align with both individual potential and organizational needs.

- **Career Development Plans:** As part of the performance appraisal process, career development plans will be created to support the growth of deserving staff.
- **Individual Growth Plans:**
 - Post-appraisal, employees receive **3-year development roadmaps** (e.g., Farmhand → Organic Farming Specialist → Eco-Operations Manager).
 - Includes **cross-departmental rotations** (e.g., cultural guides shadowing farm teams).
- **Leadership Pathways:**
 - **Eco-Leadership Program:** Scholarships for certifications in sustainable agriculture/wildlife conservation.
 - **Women's Leadership Circles:** Mentorship for female staff to advance into managerial roles.
- **Entrepreneurship Support Programme:**
 - Employees with innovative ideas aligned with Prakriti's sustainability mission (e.g., eco-tourism ventures, waste-to-resource initiatives) can apply for mentorship and seed funding.
 - Partnerships with local NGOs (e.g., NETIF) to provide business-skills training, market access, and guidance on launching community-focused enterprises.
 - Annual "Green Innovators" pitch competition with grants for winning projects (e.g., eco-lodges, organic product lines).

Training and Development

Training and development are essential to help employees reach their full potential and contribute effectively to Prakriti Resort's success.

- **Assessment of Needs:** Training needs will be identified during performance appraisals and in consultation with department heads.
- **Focus on Growth:** The training program will concentrate on enhancing current job performance while preparing employees for future career advancements.
- **Training Opportunities:** While training is encouraged, opportunities will be provided based on priority and organizational discretion. Employees may not claim training as a right.
- **Mandatory Training:**
 - **Annual Sustainability Training:** Organic farming, waste management, cultural sensitivity.
 - **Health & Safety Hazard Workshops/Drills:** Monthly drills with Shivpuri National Park rangers.
- **Elective Programs:**
 - **English Language Classes:** For roles interfacing with local communities.
 - **Permaculture Design Courses:** Partnered with NETIF.
 - **Entrepreneurship Skills Workshops:** Business planning, financial literacy, and sustainable product development for staff in the Entrepreneurship Support Programme.
- **Funding:**
 - 100% reimbursement for courses aligned with Prakriti's mission (e.g., renewable energy, agro-tourism, **entrepreneurship in sustainability**).

Section Eight

Hospitality Code of Conduct & Disciplinary Actions

Expectations:

- Uphold confidentiality, professionalism, and respect.
- Avoid conflicts of interest, substance abuse, or misuse of resources.

Disciplinary Matrix:

Violation	Action
Minor (tardiness, minor policy breaches)	Written warning, training.
Major (harassment, theft)	Suspension, salary deduction, demotion.
Gross Misconduct (fraud, violence)	Immediate termination.

8.1

Code of Conduct for Hospitality Staff

Guiding Principles: Respect for Nature, Empowerment of Communities, and Exceptional Guest Experiences

1. Commitment to Sustainability

- **Environmental Stewardship:**
 - Minimize waste by adhering to the resort's zero-waste policies (e.g., composting, recycling, avoiding single-use plastics).
 - Conserve water and energy (e.g., turn off lights/AC in unoccupied rooms, report leaks immediately).
 - Protect local ecosystems by avoiding disturbance to wildlife, staying on marked trails, and never removing natural resources (plants, rocks, etc.).
- **Sustainable Operations:**
 - Use eco-friendly cleaning products and organic amenities approved by the resort.
 - Educate guests about the resort's sustainability practices (e.g., linen reuse programs, solar energy use).
 - Report any environmental hazards (e.g., pollution, illegal logging) to management.

2. Respect for Local Communities

- **Cultural Sensitivity:**
 - Honor local traditions, dress codes, and customs (e.g., greet community members in their language, avoid intrusive photography).

- Never make promises to communities (e.g., gifts, employment) without management approval.
- **Community Empowerment:**
 - Prioritize hiring and training local residents where possible.
 - Purchase goods and services from local artisans, farmers, and businesses to support the regional economy.
 - Participate in resort-led community initiatives (e.g., school donations, cultural preservation projects).
- **Fair Engagement:**
 - Ensure tours or activities involving local communities are consensual, respectful, and fairly compensated.
 - Avoid exploiting cultural practices for entertainment; focus on authentic, educational exchanges.

3. Guest Interactions

- **Warmth and Professionalism:**
 - Greet all guests warmly, using their preferred language or title.
 - Maintain a positive attitude, even under pressure.
- **Cultural Ambassadorship:**
 - Educate guests about local customs (e.g., appropriate dress for village visits, respectful behavior at sacred sites).
 - Never share sensitive cultural or environmental information without permission.
- **Safety and Privacy:**
 - Ensure guest safety by following all emergency protocols (e.g., fire drills, wildlife encounters).

- Respect guest privacy: never enter rooms unannounced or share guest details with outsiders.

- **Conflict Resolution:**

- Address guest complaints calmly and escalate unresolved issues to supervisors.
- Never accept bribes or favors in exchange for preferential treatment.

4. Ethical Professionalism

- **Integrity and Honesty:**

- Report any misconduct (e.g., theft, harassment, safety violations) immediately to HR.
- Never falsify records or misuse resort resources for personal gain.

- **Anti-Discrimination:**

- Treat colleagues, guests, and community members equally, regardless of gender, ethnicity, religion, or socioeconomic status.
- Challenge any discriminatory behavior observed in the workplace.

- **Confidentiality:**

- Protect sensitive information about guests, colleagues, and business operations.

- **Conflict of Interest:**

- Disclose any personal relationships or external business interests that may conflict with resort operations.

5. Appearance and Conduct

- **Uniform Standards:**
 - Wear clean, resort-approved uniforms made from sustainable materials.
 - Avoid excessive jewelry or fragrances that may conflict with cultural norms.
- **Personal Hygiene:**
 - Maintain high personal hygiene standards to ensure guest comfort and health safety.
- **Sobriety:**
 - Arrive for shifts free from the influence of alcohol, drugs, or other substances.

6. Training and Accountability

- **Continuous Learning:**
 - Attend mandatory sustainability, safety, and cultural training sessions.
 - Stay informed about updates to resort policies and local regulations.
- **Accountability:**
 - Acknowledge mistakes and work proactively to rectify them.
 - Participate in quarterly reviews to assess adherence to this code.

Violations and Reporting

- **Consequences:**
 - Breaches of this code may result in corrective action, up to and including termination, depending on severity.

- Minor infractions (e.g., uniform violations) will be addressed through coaching.
 - Major violations (e.g., harassment, environmental harm) will trigger formal disciplinary procedures.
 - **Reporting Channels:**
 - Report concerns anonymously via the resort's ethics hotline or confidentially to HR.
 - Retaliation against whistleblowers is strictly prohibited.
-

Pledge

"I commit to upholding Prakriti Resort's values of sustainability, community respect, and exceptional service. I will act as a responsible steward of the environment and a respectful ambassador for local cultures."

Provision Regarding Conduct and Discipline

Prakriti Resort & Organic Farm upholds integrity, environmental stewardship, and community harmony. Violations undermine our mission and will be addressed with fairness and transparency.

Core Expectations

- **Confidentiality:** Protect guest data, organic farming IP, and Gurung cultural practices.
- **Sustainability:** Prioritize eco-conscious actions (e.g., zero-waste compliance, wildlife protection).
- **Respect:** Foster inclusivity for colleagues, guests, and Haibung villagers.

General Discipline and Obedience

All employees of the organization are required to always uphold the highest standards of discipline and professionalism. In addition to their primary responsibilities, employees must:

- a. **Fulfil duties conscientiously:** Execute tasks with diligence, attention to detail, and a sense of responsibility.
- b. **Adhere to instructions:** Follow directives from superiors and management without undue delay or resistance, ensuring the smooth functioning of the organization.
- c. **Exhibit professional behaviour:** Treat all colleagues, regardless of rank, with respect, fairness, and politeness. Excessive or disruptive conversations, unprofessional language, and inappropriate behaviour are strictly discouraged.
- d. **Provide exemplary guest service:** Ensure that all interactions with guests, customers, and associates reflect the high standards of hospitality expected by the organization. Courtesy and politeness are paramount.
- e. **Comply with organizational policies:** Strictly adhere to all policies, guidelines, regulations, circulars, and instructions that govern the organization's operations.
- f. **Maintain neutrality in politics:** Employees are not allowed to engage in any political activities that may disrupt their professional responsibilities or bring the organization into disrepute.
- g. **Avoid conflicts of interest:** Disclose any situation that might create a conflict of interest, either real or perceived, immediately to management.
- h. **Prohibit intoxicating substances:** Consumption, promotion, or encouraging others to consume drugs or intoxicating substances within the office premises or during work hours is strictly forbidden. Behaviour that is abusive, disruptive, or unprofessional due to intoxication will result in disciplinary action.
- i. **Maintain professional appearance and environment:** Employees must always dress appropriately, maintain a clean, neat appearance, and keep their workstations organized and

free of clutter, reflecting the professionalism of the organization.

Misconduct

Any behaviour that undermines the integrity, productivity, or reputation of the organization shall be considered misconduct. Misconduct includes but is not limited to:

- a. **Insubordination:** Wilful refusal to follow lawful instructions or directives from superiors.
- b. **Acceptance of unauthorized gifts:** Accepting employment, fees, commissions, or gifts from customers or associates is strictly prohibited. However, small tokens such as sweets or food items during festive seasons may be accepted, provided they are reported to the Supervisor or HR Department.
- c. **Theft or fraud:** Engaging in or attempting theft, fraud, or dishonest activities that compromise the organization's property or business.
- d. **Vandalism:** Causing or attempting to cause damage to any property of the organization.
- e. **Bribery and corruption:** Accepting or offering bribes, kickbacks, or illegal payments for personal gain.
- f. **Persistent tardiness:** Consistent late arrivals or unauthorized absences from work.
- g. **Breaching laws and regulations:** Violating any laws, regulations, or internal organizational rules.
- h. **Disruptive behaviour:** Engaging in strikes, work slowdowns, or other forms of protest that disrupt operations without following proper procedures.
- i. **Drunkeness or disorderly conduct:** Being intoxicated, engaging in fights, or exhibiting riotous or indecent behaviour.
- j. **Refusal of assignments:** Refusing to undertake any work assignment within or outside the country.
- k. **Unauthorized meetings:** Holding meetings or gatherings within the organization's premises without prior written approval from management.

- l. **False representation:** Providing false information regarding personal details (e.g., name, age, qualifications) during the hiring process or employment.
- m. **Sabotage:** Intentionally damaging or misusing organizational materials, equipment, or property.
- n. **Criminal activity:** Conviction for any criminal offense under national or international law.
- o. **Unauthorized access:** Entering restricted areas or accessing confidential information without permission.
- p. **Falsification of documents:** Providing incorrect or false information in official documents or suppressing critical facts.
- q. **Defamation of the organization:** Making defamatory or slanderous remarks about the organization, its employees, or its operations, either publicly or privately.
- r. **Publishing unauthorized content:** Releasing any statements, articles, or advertisements about the organization in the media without prior approval from management.
- s. **Misuse of resources:** Misappropriation or misuse of any facility, benefit, or resource provided by the organization.
- t. **Fraudulent claims:** Submitting false claims or statements for financial benefits or allowances.
- u. **Other misconduct:** Any other act deemed as misconduct under existing laws or organizational guidelines.

General Code of Conduct

Employees are required to always observe the minimum acceptable standards of professional behaviour and ethical conduct. These include:

- **Declaration of adherence:** Every employee must sign a declaration acknowledging their understanding and commitment to comply with the organization's Code of Conduct and ethical standards.
- **Integrity and honesty:** Employees must act with integrity, honesty, and transparency in all their dealings and decisions within the organization.
- **Respect and dignity:** Treat all individuals, including colleagues, customers, and third parties, with respect, fairness,

and dignity, promoting an inclusive and collaborative working environment.

- **Confidentiality:** Employees must maintain the confidentiality of sensitive and proprietary information, both during their employment and after their departure from the organization.
- **Conflict resolution:** Resolve disputes amicably and through appropriate organizational channels, ensuring professional relations are maintained at all times.
- **Representation of the organization:** Employees must always represent the organization positively, both within the workplace and in public, including on social media platforms.

8.2

Conflict of Interest, Professional Conduct, and Ethics Prohibited Conduct

- **Environmental Negligence:**
 - Improper waste disposal, chemical use on organic farms, or harming Shivpuri biodiversity.
 - Penalty: 1-week suspension + 10-hour community service (e.g., reforestation).
- **Cultural Insensitivity:**
 - Disrespecting Gurung traditions or sacred sites.
 - Penalty: Mandatory cultural stewardship training.
- **Conflict of Interest:**
 - Undisclosed partnerships with suppliers/competitors.
 - Penalty: Demotion + forfeiture of annual bonus.

Prohibition Against Activities Conflicting with The Interests Of Prakriti Resort

- **Conflict of Interest:** Employees of Prakriti Resort & Organic Farm must not engage in any activity—directly or indirectly—those conflicts with the resort's interests, including personal or financial dealings with guests, vendors, agents, or customers. Any employee who has a personal or financial interest in such parties must immediately disclose this information to the Managing Director or the HR department.
- **Prohibition of Involvement in Other Ventures:** Employees involved in the operations of Prakriti Resort may not simultaneously participate in other business ventures that could detract from their focus or create a conflict of interest

with the resort. Engaging in competing businesses will be considered a violation of the resort's interests.

Conflict of Interest & Ethics

- **External Engagements:**
 - Part-time work or NGO roles require **Managing Director approval** (e.g., NETIF collaborations).
- **Gifts & Hospitality:**
 - Accepting gifts >NPR 2,000 must be declared to HR. Festive sweets exempt if shared team wide.
- **Social Media:**
 - Posts about Prakriti require pre-approval. Criticism must use internal **Green Whistleblower Portal**.

Restriction On Part-Time Employment

Employees must obtain prior written approval from the Managing Director for any part-time job or business activity outside of Prakriti Resort. Approval may be granted only if the external engagement does not interfere with the interests or responsibilities of the employee at the resort.

Directorships And Public Service Involvement

- **Approval for Directorship:** Employees may serve as directors of subsidiary companies or other organizations related to Prakriti Resort, provided prior approval is obtained from the Managing Director.
- **Non-Profit Engagement:** Employees are permitted to participate as directors or volunteers for non-profit, public service organizations, including religious, educational, cultural, social, or charitable institutions, provided this does not conflict with their duties or the interests of the resort.

Trusteeships

Employees are prohibited from serving as trustees or administrators for guests, vendors, or agents. Should any employee be involved in such a role with the authority to sign documents on behalf of the external party, written approval from the Managing Director must be obtained.

Misuse Of Position and Resources

- **Personal Gain:** Employees must not misuse their position within Prakriti Resort for personal gain. This includes leveraging connections or using the resort's name to obtain preferential treatment for themselves or their family members, such as discounts or special services from external businesses.
- **Preferential Treatment:** Employees must avoid using their roles to gain undue advantages, whether in purchasing goods, availing services, or securing any other form of benefit.

Misuse of Information

Employees are strictly prohibited from misusing confidential information acquired during the course of their work at Prakriti Resort. Sharing such information with subordinates or any external parties without appropriate authorization is forbidden, unless required by law or the duties of the position.

Maintenance of Confidentiality

- **Guest and Vendor Privacy:** Maintaining the confidentiality of guest, vendor, and customer information is of paramount importance to the reputation of Prakriti Resort. Employees must take all necessary precautions to protect sensitive information, even after their employment has ended.
- **External Information Requests:** Any request for guest or vendor information from external parties must be approved in writing by the concerned guest or vendor. However, sharing

information as required by law is permissible and will not be deemed a violation of this policy.

Fair and Equitable Treatment

Employees are required to conduct all business transactions with fairness and impartiality, ensuring that personal relationships do not influence professional decisions or interactions. Favouritism, whether toward guests, vendors, or colleagues, will not be tolerated.

Accepting Gifts, Presents, and Donations

- **Prohibition of Gifts and Gratifications:** Employees must not accept gifts, donations, or presents that could create undue influence or conflicts of interest. In the case of festivals or special occasions, where small gifts or souvenirs are customary, employees are required to report such instances to their supervisor or HR, and a formal acknowledgment must be sent to the gift-giver.
- **Prohibition of Borrowing:** Employees must not solicit or accept loans or financial assistance from guests, vendors, or agents, which could compromise the integrity of their role within Prakriti Resort.

Secondary Business Activities

Employees may not engage in any external business activities that provide regular income or establish their involvement in other professions without prior written consent from the Management. This includes activities that may detract from their responsibilities at Prakriti Resort.

Publishing or Criticizing the Resort

- **Permitted Publications:** Employees are allowed to write and publish articles on subjects such as economics, literature, science, or history. However, any publication or criticism that discredits or challenges the policies or reputation of Prakriti Resort is strictly prohibited.
- **Confidential Information Disclosure:** Employees may not disclose, directly or indirectly, any information about Prakriti Resort's operations, policies, or internal matters through any medium, including newspapers, online platforms, or social media, without prior approval from the Managing Director.

Prohibition Of External Influences

Employees are not permitted to use political, social, or personal connections to exert influence over management or to benefit their personal interests. All matters relating to employment or service must be addressed through appropriate and transparent channels.

Restrictions On Representation

Employees are prohibited from representing any external person, organization, or group without prior approval from the Management, except in matters of personal grievance or legal representation through proper channels.

Prohibition on Strike or Agitation

Employees are prohibited from participating in strikes, protests, or other forms of agitation that disrupt operations or undermine the integrity of Prakriti Resort. Any actions that could damage the resort's reputation, violate legal provisions, or challenge the law and order situation will result in disciplinary measures.

Prohibition on Blockades and Obstruction

Employees must not engage in any form of obstruction, such as strikes, sit-ins, or demonstrations, that could disrupt the operations of Prakriti Resort. Any attempt to block access, cause delays, or prevent others from fulfilling their duties will be treated as a serious violation of company policy.

8.3

Disciplinary Process

At Prakriti Resort & Organic Farm, adherence to established policies is paramount for maintaining a positive work environment. Employees are expected to conduct themselves professionally. Breaches of this policy may result in disciplinary actions, including:

After Action Report (AAR):

- **Trigger:** Conducted for **minor incidents** (e.g., mistakes, safety violations, community complaints) to review the disciplinary process.
- **Process:**
 - Led by HR with input from department heads, involved staff.
 - **Focus Areas:**
 - Root cause analysis of the incident.
 - Evaluation of procedural fairness, timeliness, and compliance with policies.
 - Identification of systemic gaps (e.g., training needs, unclear policies).
 - Feedback from involved parties (e.g., reporting employee, witnesses).
 - **Outcomes:**
 - Documented findings shared with leadership.
 - Actionable changes (e.g., policy updates, training programs) implemented within **30 days**.

- Lessons disseminated to staff via memos or workshops to prevent recurrence.

Reprimand/Censure: This may be initiated against any employee found:

- Misbehaving, including engaging in sexual or professional harassment of colleagues or guests.
- Arriving late to work or leaving during office hours without prior permission from a supervisor.
- Being rude or unprofessional with guests.
- Consuming alcohol during work hours or reporting to work under the influence.

Disciplinary Matrix

Violation Category	Examples	Actions
Minor	Tardiness, unapproved social media posts, minor waste mismanagement	Written warning + mandatory eco-training
Major	Harassment, theft of organic produce, unauthorized deforestation	Suspension (1-4 weeks) + salary deduction ($\leq 25\%$)
Gross Misconduct	Fraud, violence, trafficking protected species, child labour	Immediate termination + legal referral

Salary Increment, Confirmation, or Promotion: An employee's salary increment, confirmation, or promotion may be halted or reversed if they are found to:

- Neglect their job duties or assignments on three or more occasions.
- Fail to improve performance despite repeated guidance from their supervisor.

- Frequently violate company policies or codes of conduct.
- Be habitually absent without sanctioned leave.
- Fail to report to a reassigned or transferred position within the designated timeframe.

1. **Reporting:**

- Violations reported via **Green Whistleblower Portal** or to HR.
- Anonymous reporting allowed (*Labour Act, Section 132*).

2. **Investigation:**

- **7-day timeline** for inquiries led by HR + Haibung Committee representative.

3. **Hearing:**

- Employee may present evidence, with support from Haibung Environment & Tourism Development Committee.

4. **Decision:**

- Rendered within **14 days**, communicated in Nepali/English.

Dismissal and Termination

An employee may be dismissed or terminated on grounds of:

- Gross misconduct.
- Engaging in violence against any colleague or superior.
- Accepting bribes or causing financial loss to the resort through illegal actions.
- Submitting false qualifications or educational certificates.
- Breaching confidentiality agreements.
- Being convicted of a criminal offense involving fines or imprisonment.
- Misappropriation of company funds or assets.

- Persistent inefficiency, reflected by unsatisfactory performance ratings over two consecutive appraisals.
- Non-compliance with transfer orders.
- Habitual insubordination or disobedience to lawful orders.
- Instigating or participating in illegal strikes or actions affecting normal operations.
- Absence exceeding 15 consecutive days without prior notice or approval.

The resort reserves the right to recover any financial losses resulting from employee negligence. The appointing authority may appoint an investigation officer or committee for further inquiry if deemed necessary.

- **Suspension:**
 - Paid at 50% salary pending investigation (*Labour Act, Section 54*).
 - Max 30 days unless court mandated.
- **Appeals:**
 - Filed to Managing Director within **15 days**.
 - Reviewed by independent panel (HR + Shivpuri Park ranger + Haibung elder).

Restorative Justice

- **Community Reparation:**
 - Minor offenses may be resolved via:
 - Public apology to affected staff/guests.
 - Contribution to Haibung village projects (e.g., school repairs).

- **Reinstatement:**

- Employees terminated for major offenses may reapply after 2 years with NETIF-sponsored rehabilitation.

Suspension and Compulsory Leave

The appointing authority may place an employee under suspension in the following circumstances:

- Pending disciplinary proceedings.
- When a criminal case against the employee is under investigation or trial.
- If detained in legal custody for more than 48 hours.

During suspension, the employee shall receive 50% of their basic salary and standard allowances. If suspension is lifted, they will be entitled to receive the remaining salary and allowances. Should an employee be dismissed but later reinstated by a court order, salary and allowances will be provided as determined by the court for the period of absence.

Procedure for Initiating Disciplinary Action

1. **Notice and Response:** The employee will be given a minimum of 7 days' notice to respond to the charges outlined in the notice. This allows the employee to provide evidence supporting their explanation.
 - **Exceptions:** The opportunity to respond may be bypassed if the employee has been convicted of a criminal offense or if circumstances render it impractical to provide such an opportunity.
2. **Content of Notice:** The notice from the appointing authority will specify the charges along with supporting allegations.
3. **Consideration of Defence:** Upon receipt of the employee's written defence, the appointing authority will consider the points raised and may conduct an inquiry, either personally or through an appointed committee.

4. **Communication of Penalty:** The outcome and any penalties will be communicated in writing to the employee.
5. **Language of Documentation:** All notices, charge sheets, and orders will be issued in English or Nepali, and responses should be provided in the same language.

Appeal Process

Employees have the right to appeal disciplinary actions. Appeals should be directed to the Managing Director and filed within 35 days from the date of the notice regarding the disciplinary action.

- **Response to Appeal:** In cases where the appeal is rejected, the employee will be informed of the reasons for the rejection.

Section Nine

Health, Safety, & Wellness

- **Safety Protocols:** Regular drills, PPE, and hazard assessments.
- **Mental Health:** Access to counseling and stress management resources.
- **Pandemic Compliance:** Follow government guidelines for outbreaks.

9.1

Health and Safety Policy

At Prakriti Resort & Organic Farm, the health, safety, and well-being of all employees, guests, and stakeholders are of paramount importance. We are committed to providing a safe and secure working environment that fosters well-being and protects against accidents, injuries, and occupational hazards. This policy applies to all staff members, contractors, and visitors. Prakriti Resort safeguards the well-being of employees, guests, and Shivapuri's ecosystem through proactive risk management, cultural sensitivity, and sustainable practices.

General Health and Safety Principles

- Prakriti Resort is committed to meeting or exceeding all applicable health and safety regulations and ensuring a safe workplace.
- All employees are responsible for taking reasonable care of their own health and safety and that of others who may be affected by their actions.
- Safety training and updates will be provided to all employees to raise awareness of potential hazards and ensure proper handling of health and safety issues.
- **Holistic Safety:** Prioritize physical, mental, and environmental health as interconnected pillars of our mission.
- **Shared Responsibility:** All staff must uphold safety protocols to protect themselves, guests, and the biodiversity of Shivapuri National Park.

Roles & Responsibilities

- **Management:** It is the responsibility of the management team to implement health and safety policies, conduct regular risk assessments, and ensure all safety measures are adhered to.
- **Employees:** All employees are expected to follow safety protocols, report hazards or unsafe practices, and actively participate in training programs.
- **Health and Safety Officer:** A designated officer will oversee health and safety compliance, monitor incidents, and lead investigations into workplace accidents. This officer will also review and update safety procedures periodically.

Role	Key Duties
Management	Conduct quarterly biodiversity risk assessments with Sustainability Coordinator.
Health & Safety Officer	Train staff in wildlife hazard response (e.g., snakebites, leopard encounters).
Organic Farm Supervisor	Ensure chemical-free PPE (herbal repellents, bamboo helmets) for farm teams.
All Employees	Report negligence via Green Whistleblower Portal within 2 hours of discovery.

Risk Assessments and Hazard Control

- Risk assessments will be conducted regularly to identify potential workplace hazards, such as fire risks, chemical exposure, equipment safety, and other concerns.
- Control measures will be put in place to minimize risks, including the provision of personal protective equipment (PPE) where required.
- Emergency exits and fire safety equipment will be clearly marked and maintained in working condition at all times.
- **Eco-Hazards:**
 - Monthly drills for landslides, forest fires, and wildlife interactions.

- Organic farming teams use natural pesticides (neem, turmeric) to avoid chemical exposure.
- **Infrastructure Safety:**
 - Bamboo cottages inspected bi-annually for earthquake resilience.
 - Solar-powered emergency lighting in all eco-trails.

Accident Reporting and Investigation

- Any accident or near-miss incident must be reported immediately to the Health and Safety Officer or management.
- A detailed investigation of all accidents will be conducted, and corrective measures will be implemented to prevent recurrence.
- Prakriti Resort maintains an accident logbook where all incidents will be recorded.
- **After Action Report (AAR):**
 - **Trigger:** Conducted for **minor incidents** (e.g., mistakes, safety violations, community complaints) to review the disciplinary process.
 - **Process:**
 - Led by HR with input from department heads, involved staff.
 - **Focus Areas:**
 - Root cause analysis of the incident.
 - Evaluation of procedural fairness, timeliness, and compliance with policies.
 - Identification of systemic gaps (e.g., training needs, unclear policies).
 - Feedback from involved parties (e.g., reporting employee, witnesses).
 - **Outcomes:**

- Documented findings shared with leadership.
- Actionable changes (e.g., policy updates, training programs) implemented within **30 days**.
- Lessons disseminated to staff via memos or workshops to prevent recurrence.

9.2

Health Protocols

- **Mental Wellness:**
 - Free **Forest Therapy Sessions:** Guided mindfulness walks in Shivapuri.
 - **Gurung Wellness Circles:** Traditional healing workshops with Haibung elders.
- **Physical Health:**
 - Annual health camps with NETIF-affiliated doctors.
 - Ayurvedic first aid kits (turmeric paste, aloe vera) alongside standard supplies.

First Aid and Emergency Procedures

- A first aid kit will be available at accessible locations across the resort. Designated first aid responders will be trained and present at all times.
- In the event of an emergency, employees must follow the established emergency evacuation procedures and safety drills, which will be reviewed and practiced regularly.
- Emergency contact numbers and procedures will be posted in prominent locations throughout the resort.

Emergency Procedures

- **Wildlife Incidents:**
 - Immediate alert to Shivapuri authorities via dedicated radio channel.
 - Guests/staff evacuated using pre-marked eco-trails.

- **Monsoon Preparedness:**

- Flood-resistant storage for organic produce.
- Emergency shelters powered by biogas generators.

Fire Safety

- Fire alarms, extinguishers, and other firefighting equipment will be maintained in working condition. All employees will be trained in fire safety protocols, including the use of fire extinguishers and evacuation routes.
- Smoking is prohibited in non-designated areas to prevent fire hazards.

Wellness and Mental Health

- Prakriti Resort recognizes the importance of employee mental health and will offer support services, including stress management programs and wellness initiatives.
- Regular wellness check-ins will be encouraged, and employees experiencing mental health concerns are urged to seek assistance from designated resources.

Hygiene and Sanitation

- Employees must follow hygiene protocols to ensure a clean and safe environment, particularly in areas such as the kitchen, guest rooms, and common spaces.
- The resort will maintain regular cleaning and sanitation procedures, particularly in high-touch areas, to prevent the spread of illness.

Pandemic and Infectious Disease Prevention

- In case of an outbreak of infectious diseases, Prakriti Resort will adhere to local health authority guidelines and implement

enhanced health measures, such as temperature checks, wearing face masks, and social distancing.

- Any employee showing symptoms of illness will be required to stay at home and seek medical attention, with proper protocols followed to prevent the spread of disease.
- **Green Quarantine:**
 - Isolation huts with solar power, organic meals, and biodegradable PPE.
 - Waste from infected staff/guests composted separately in vermi-pits.
- **Vaccine Drives:** Partner with Haibung Clinic for annual immunization camps.

Compliance and Disciplinary Action

Failure to adhere to health and safety guidelines may result in disciplinary action. Employees are expected to comply with all health and safety measures, report any violations, and cooperate fully during safety investigations.

Continuous Improvement

Prakriti Resort is committed to continuously improving health and safety standards through regular reviews of safety policies, risk assessments, and employee feedback.

The Health and Safety Officer will ensure that any updates in national or international safety regulations are promptly integrated into the resort's health and safety practices.

Training & Compliance

- **Mandatory Programs:**
 - **Eco-First Aid:** Treating burns with honey (apiary staff), composting wound care.

- **Cultural Safety:** Respecting sacred Haibung sites during trail maintenance.
- **Training:**
 - Annual renewal of **Organic Farm Safety Training** (permaculture tool handling).

Wellness Initiatives

- **Yoga & Meditation:** Sunrise sessions in the organic farm.
- **Seasonal Diets:** Free Ayurvedic meals during monsoon to boost immunity.
- **Stress Relief:** Paid 15-minute “nature breaks” every 4 hours for farm/garden staff.

Accountability & Reporting

- **Transparency:**
 - Monthly safety metrics (accidents, near-misses) published in the **Green Bulletin**.
 - 10% of managerial bonuses tied to team safety performance.
- **Penalties:**
 - Repeat PPE violations: 1-day suspension + compost duty.
 - Gross negligence (e.g., littering in Shivapuri): Termination + community service.

Section Ten

Grievance Resolution

1. **Informal Discussion:** Resolve issues directly with involved parties.
2. **Formal Complaint:** Submit in writing to HR within 14 days.
3. **Investigation:** HR reviews and resolves within 14 days.
4. **Appeal:** Escalate to Managing Director within 7 days.

10.1

Grievance Procedure

Objective

The objective of this section is to provide all employees with a clear, fair, and transparent process for addressing any grievances they may encounter in the course of their employment. This ensures that all complaints and issues are addressed in a timely and constructive manner to maintain a harmonious working environment. Prakriti Resort fosters trust, equity, and harmony by resolving grievances transparently and respectfully, in alignment with Nepal's Labour Act (2017) and our commitment to sustainability.

Grievance Definition

A grievance is defined as any form of dissatisfaction or feeling of injustice an employee may experience in relation to their job, workplace conditions, treatment by peers or supervisors, or any company policies or practices. Grievances may include, but are not limited to:

- Issues related to work conditions
- Miscommunication or conflicts with supervisors or peers
- Alleged violations of company policies or ethical standards
- Discrimination or harassment
- Inconsistent treatment or unfair disciplinary actions
- Any perceived or real misconduct within the organization

Grievance: Any workplace concern affecting an employee's rights, safety, or dignity, including:

- Discrimination (caste, gender, disability).
- Unfair treatment (e.g., denial of eco-allowances).
- Breaches of sustainability protocols (e.g., illegal logging).

Sexual Harassment

Prakriti Resort 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).

Sexual Harassment: As defined under Nepal's *Sexual Harassment at Workplace Prevention Act (2015)*, including unwelcome verbal/non-verbal conduct.

10.2

Resolution Pathways

Step 1: Informal Resolution (7 Days)

- **Direct Dialogue:** Employees first discuss the issue with the involved party.
- **After Action Report (AAR):**
 - **Trigger:** Conducted for **minor incidents** (e.g., mistakes, safety violations, community complaints) to review the disciplinary process.
 - **Process:**
 - Led by HR with input from department heads, involved staff.
 - **Focus Areas:**
 - Root cause analysis of the incident.
 - Evaluation of procedural fairness, timeliness, and compliance with policies.
 - Identification of systemic gaps (e.g., training needs, unclear policies).
 - Feedback from involved parties (e.g., reporting employee, witnesses).
 - **Outcomes:**
 - Documented findings shared with leadership.
 - Actionable changes (e.g., policy updates, training programs) implemented within **30 days**.
 - Lessons disseminated to staff via memos or workshops to prevent recurrence.

- **Community Mediation:** For cultural/community-related grievances (e.g., disputes with Haibung villagers), request mediation by a **Haibung Elder** or NETIF representative.

Step 2: Formal Complaint (14 Days)

- **Submission:** File via **Green Whistleblower Portal** or written form (Nepali/English).
- **Content:** Include evidence (e.g., photos of unsafe conditions, witness statements).
- **HR Acknowledgment:** Within **48 hours**, HR assigns a case number and investigator.

Step 3: Investigation (21 Days)

- **Panel:** HR + **Sustainability Officer + Haibung Committee Representative** (for community-related cases).
- **Interviews:** Conducted in the employee's preferred language (Nepali, Gurung, English).
- **Outcome:** Written decision with corrective actions (e.g., policy change, compensation).

Step 4: Appeal (15 Days)

- **Process:** Appeal to an **Independent Panel** (Managing Director + Shivapuri Park ranger + NETIF advisor).
- **Decision:** Final ruling within **14 days**, communicated in writing.

All grievances must be addressed promptly and fairly, following a clearly defined process:

Informal Resolution

- Employees are encouraged to initially address grievances informally by discussing the issue with the concerned colleague, supervisor, or department head.
- In many cases, a face-to-face conversation can help clarify misunderstandings and lead to a resolution.

Formal Grievance Submission

- If the issue cannot be resolved informally, the employee should submit a formal written grievance to the HR department, outlining the details of the concern and any evidence or documentation supporting the claim.
- The written complaint must be submitted within a reasonable timeframe (typically within 14 days) of the occurrence of the grievance.

Initial Review

- Upon receiving the grievance, the HR department will acknowledge receipt of the complaint and initiate an investigation.
- The HR team will review the facts, conduct interviews with relevant parties, and gather all necessary information within 5-7 working days.

Mediation

- In cases where the grievance involves interpersonal conflicts or misunderstandings, the HR department may arrange a mediation session between the involved parties to encourage constructive dialogue and find a mutual resolution.

Restorative Justice

- **Community Reparation:**
 - Minor grievances (e.g., interpersonal conflicts) resolved through **eco-service** (e.g., planting 10 trees in Shivapuri).

- **Cultural Reconciliation:**
 - Gurung/Tamang cultural grievances mediated via **Rodi System** (traditional elders' council).

Investigation and Decision

- After gathering all relevant information, the HR department will make a formal decision and inform all parties involved in writing.
- If the grievance is found to have merit, appropriate corrective action will be taken. This may include disciplinary measures, policy changes, or other remedies.
- The decision should be communicated within 14 days from the formal grievance submission.

Appeal Process

- If the employee is not satisfied with the outcome of the grievance, they may appeal the decision to the Managing Director within 7 days of receiving the decision.
- The Managing Director will review the appeal and make a final ruling, which will be communicated to all parties within 7 days of receiving the appeal.

Confidentiality And Non-Retaliation

- All grievances will be handled with the utmost confidentiality. Only individuals directly involved in the grievance process will have access to the details of the complaint.
- The organization strictly prohibits any form of retaliation or adverse action against an employee who raises a grievance in good faith. Employees are encouraged to speak up without fear of reprisal or discrimination.

Special Provisions

- **Sexual Harassment:**
 - Mandatory referral to Prakriti's **Gender Equity Committee** (formed under the 2015 Act).
 - Complainant may request temporary transfer or paid leave during investigation.
- **Environmental Grievances** (e.g., chemical misuse on farms):
 - Immediate suspension of accused pending investigation.
 - Whistleblowers rewarded with **2 days' paid leave** for protecting Shivpuri's ecosystem.

Safeguards

- **Confidentiality:**
 - All records stored encrypted on the Green HR Portal.
 - Leaks result in termination + legal action.
- **Non-Retaliation:**
 - Retaliation triggers **automatic 7-day suspension** for offenders.
 - Complainants may access **counseling** via NETIF's mental health partners.

Follow-Up And Monitoring

- After the grievance has been resolved, HR will monitor the situation to ensure the agreed-upon solutions are effectively implemented and that no further issues arise.
- HR will periodically check in with the employee and other relevant parties to ensure ongoing workplace harmony and satisfaction.

Training & Compliance

- **Mandatory Workshops:**
 - Annual sessions on grievance rights, led by Prakriti.
 - **#GreenVoice Campaign:** Role-playing exercises on reporting hazards.
- **Compliance Metrics:**
 - 95% of grievances resolved within 30 days (tracked in Green Bulletin).

Misuse Of the Grievance System

- Any deliberate misuse of the grievance process, such as submitting false claims or fabricating evidence, will result in disciplinary action.
- Employees are expected to use the grievance system responsibly and in alignment with company values and policies.

Section Eleven

Separation & Transition

Resignation: 1 month notice; clearance required.

Termination: For cause (misconduct) or redundancy (3 months' notice + severance).

Retirement: At age 60, with possible extensions based on performance.

11.1

Transfer, Resignation, Termination, and Retrenchment

Prakriti Resort ensures ethical, sustainable, and compassionate transitions for employees, aligning with Nepal's Labour Act (2017) and our commitment to community and environmental stewardship

Transfer

- **Employee Placement:** Prakriti Resort reserves the right to transfer employees to roles that align with both the needs of the resort and the employee's potential contributions.
- **Work Locations:** Employees are required to serve in any department, project site, or branch assigned by Prakriti Resort. Consideration will be given to the employee's residential proximity whenever feasible, but the employee must adhere to assigned placements and report to the new location promptly.
- **Transfer and Adaptability:** The employee must exhibit adaptability and commitment during transitions between roles, ensuring continuous productivity in their new work environment.
- **Role Alignment:**
 - Transfers prioritize roles critical to sustainability (e.g., moving a farmhand to waste management to address seasonal needs).
 - **Haibung Village Priority:** Local employees may request transfers closer to their residence, subject to operational needs.
- **Process:**
 - **7-day notice** for intra-department transfers; **14 days** for inter-department.

- **Eco-Knowledge Transfer:** Outgoing employees train successors in organic practices (e.g., vermicomposting protocols).

Handover/Takeover Process

- **Formal Procedure:** Upon transfer, both the outgoing and incoming employees must participate in a structured handover process. A formal handover/takeover note shall be prepared, detailing all pending matters, current tasks, and the status of projects under the transferred employee's responsibility.
- **Shared Accountability:** Both employees must review, sign, and submit this note to their supervisor. This document shall be considered binding, and full accountability for the position will pass to the new incumbent once signed.
- **Clearance Responsibility:** The outgoing employee must ensure proper handover of all relevant documents, assets, and information before their release from the position. Failure to do so may result in delays to their official release from Prakriti Resort.

Resignation

- **Notice Period:** An employee intending to resign must submit a formal resignation letter to the Managing Director through their supervisor, providing a minimum of one month's notice. In exceptional circumstances, the Managing Director may adjust or waive this notice period based on operational requirements or in the best interests of Prakriti Resort.
- **Compensation for Short Notice:** Failure to provide the required notice will make the employee liable to pay one month's salary unless waived by management.
- **Clearance and Release:** Resigning employees will only be considered fully released from their duties and any further financial liabilities after completing a full clearance process, including the submission of a handover report, clearance of all dues, and the issuance of a "Release Letter" by the HR department within two weeks after acceptance of resignation.

- **Notice Period:**
 - **1 month** for permanent staff; **2 weeks** for temporary/contract roles.
 - Short notice requires payment of **1 month's basic salary** unless waived for emergencies (e.g., family health crisis).
- **Clearance:**
 - **Green Clearance Checklist:** Return organic farm tools, digital access, and guest data.
 - **Exit Interview:** Focused on sustainability feedback (e.g., suggestions for reducing plastic use).
- **Release Letter:** Issued within **5 working days** post-clearance.

Termination of Service

- **Termination During Probation:** Prakriti Resort retains the right to terminate an employee's contract during their probation or training period, with or without notice or compensation, based on their performance or business needs.
- **Termination for Cause:** An employee may be terminated as a result of disciplinary actions outlined in Chapter IX (Disciplinary Action). Gross misconduct, persistent inefficiency, or other violations of policies may lead to immediate dismissal following due process.
- **Grounds:**
 - **Misconduct:** Violations of sustainability policies (e.g., illegal logging) or harassment.
 - **Performance:** Persistent failure to meet eco-KPIs (e.g., organic yield targets).
- **Process:**
 - **7-day notice** for non-disciplinary termination; immediate for gross misconduct.

- **Appeal:** Filed via **Green Whistleblower Portal** within 10 days.

Retirement

Retirement Age: Employees will be retired upon reaching the age of 60. However, based on their performance, contributions, and mutual agreement, the Managing Director may extend the employee's service beyond the retirement age in the best interests of the resort.

- **Age Limit:** 60 years, extendable to **65** for roles requiring indigenous knowledge (e.g., Gurung cultural guides).
- **Retirement Package:**
 - **Lifetime Membership:** 50% discount on resort stays.
 - **Community Ambassador Role:** Mentor Haibung youth in organic farming.
- **Celebration:** Honored at annual **Harvest Festival** with Haibung villagers.

Discharge on Medical Grounds

Medical Evaluation: If an employee is deemed unfit to continue working due to a medical condition, as certified by a registered medical practitioner, Prakriti Resort may discharge the employee. A redundancy payment equivalent to at least one year's gross salary will be provided to the employee.

- **Process:**
 - Medical certification from **Prakriti-affiliated clinic** required.
 - **Compensation:** 1 year's gross salary + **6 months** health insurance.
- **Support:**
 - Job placement assistance via Prakriti's **Eco-Rehabilitation Program**.

Retrenchment Due to Position Nullification

- **Retrenchment Criteria:** If a particular position, department, or unit is deemed no longer necessary or financially viable, the Managing Director may authorize its nullification and initiate the retrenchment of the affected employee(s).
- **Notice and Compensation:** In such cases, the employee will be given a minimum of three months' notice or receive corresponding gross salary in lieu of notice. Additionally, the employee will receive full compensation based on their years of service, with one month's gross salary provided for each year served at Prakriti Resort.
- **Redeployment:** Efforts will be made to redeploy the employee to other available roles within the resort, aligning with their skills and experience before considering retrenchment.
- **Criteria:** Role redundancy due to eco-restructuring (e.g., phasing out plastic packaging).
- **Compensation:**
 - **1 month's salary/year served + 3 months' notice.**
 - **Severance Bonus:** Additional 15% for employees with 5+ years' service.
- **Redeployment:**
 - Priority placement in **Haibung Organic Co-op** or NETIF projects.

Handover/Takeover

- **Digital Handover:**
 - Upload task lists, vendor contacts, and eco-protocols to **Green HR Portal**.
 - **Biodiversity Notes:** Document wildlife patterns for Shivapuri rangers.
- **Shared Accountability:**

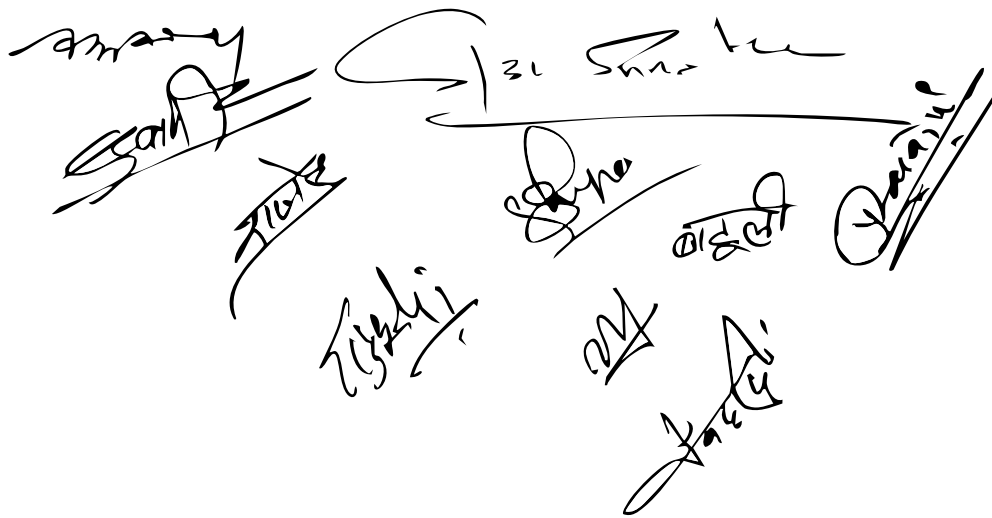
- Both parties sign off within **3 days**; disputes resolved by Haibung Committee.

BOARD OF DIRECTORS' RATIFICATION

Prakriti Resort & Organic Farm Human Resource Policy

We, the undersigned members of the Board of Directors of Prakriti Resort & Organic Farm (P) Ltd., hereby formally ratify this Human Resource Policy, affirming its alignment with our mission of sustainable tourism, ethical employment practices, and stewardship of the Shivapuri National Park ecosystem.

Approved and Ratified by:

A collection of handwritten signatures in black ink, arranged in a circular pattern. The signatures are stylized and vary in length and complexity, representing the individual members of the Board of Directors who have ratified the policy.

Date of Ratification: 27/03/2025

Location: Prakriti Resort & Organic Farm, Haibung-3,
Sindhupalchowk, Nepal

Note:

- This policy shall take effect immediately upon ratification.
- Annual reviews will be conducted with the Board to ensure alignment with evolving sustainability goals and legal frameworks.
- Amendments require majority approval by the Board and consultation with the Haibung Environment & Tourism Development Committee.

