

Governance



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Code of Business

We have articulated clear and robust commitments and policies on human rights.

We conduct an assessment of environmental, social and governance risks and opportunities.

We have implemented grievance mechanisms, communication channels and other procedures (e.g. whistleblower mechanisms) to report concerns or seek advice.

We have publicly stated a formal policy of zero-tolerance for corruption.

Our community involvement policy especially takes into account regional and local cultural, social and environmental needs.

We have established a clear policy to identify and prioritize our partnership and collaboration engagements that are best suited to our sustainability context.

We conduct internal awareness-raising and training on labour standards for employees.

We involve suppliers in our initiatives to reduce our environmental footprint.

We conduct environmental risk and impact assessments on a regular basis. We understand our impact on or how we are impacted by issues such as: Sustainable Consumption and Production, Waste, Energy consumption and efficiency, Water scarcity, Water pollution, Emissions, Biodiversity, Transport, Renewable Energy.



Principles of Governance



Our governance framework and sustainability practices are defined by policies and procedures, and strictly adhered to by every employee of the hotel.

HIAB's corporate governance framework demands direct communication between the company and the stakeholders to assure abiding according to our framework.

Procedures for distribution of responsibilities, rights, rewards and conflict of interests as well as procedures for monitoring, auditing, control, and proper information-flow are in place to assure compliance with the framework.

The Dubai Code of Conduct decency rules and laws

"Swearing, profanities, insults and all kinds of vulgar language are strictly forbidden and are legally reprehensible in case of complaint. All kinds of aggressive or offensive gestures are considered a public offense and are subjected to fines or imprisonment.

Basic rules of courtesy impose on people to respect public places' calm and quietness by avoiding loud conversations or answering their phones where it might disturb others e.g. in movie theatres, conference rooms, quiet shops and restaurant, hospital etc."

HIAB is pleased to announce that it upholds Dubai's culture and laws to ensure that dignity and self respect of everyone is upheld to the highest standards, regardless of where people come from as per the law on improper behaviour and vulgarity in the Emirates. In keeping with ensuring the sanctity of our guests in the hotel space, we exercise ZERO TOLERANCE when other guests pollute their space, even if it at a loss of business.

In Jan 2016, an American white lady of mature years gaudied by others, used profanities in a loud and offensive manner gesticulating with her fingers which was not only offensive to the persons addressed, but in the public meeting place to all who were present. The lady with her group were asked to leave the hotel and the lady reported to the security to place a ban on her. The annual contract with the organisation was rescinded resulting in loss of business to HIAB.



Policies

HIAB believes that a strong moral system, with compliance to the laws and regulations of UAE, should go hand in hand with the company's mission that we are committed to uphold. We support and protect human rights as part of our corporate governance structure implementing several policies besides these we highlight.

Through our policies we commit to support protection of our employees respecting their rights, providing a safe and healthy work environment, allowing growth and promoting diversity through our core values and culture "Way of Life". We do not support exploitation of imported labour and have processes to uphold Ethical Behaviour, Anti-Corruption, promoting fair competition. We ensure suppliers are also bound to respect our principles.



To ensure our key policies and procedures are understood by all our staff, we translate them in 8 languages and prominently exhibit them at the "Heart of the House" (our back of house dedicated to our staff).

Grievance Policy

We ensure fair and just solutions are provided always through solid policies and an environment of a "Listening Leadership Team" as promulgated by the CEO through her "Open-door Policy".

Harassment Policy

HIAB strives to provide for all employees a professional and congenial work environment, so all employees are treated equally, with courtesy, consideration and professionalism.

IHG Human Rights Policy

HIAB strictly adheres to this global policy as a responsible business, to support protection of human rights, respect our employees' rights to voluntary freedom of association, provide a safe and healthy working environment and does not support forced and compulsory labour or the exploitation of children.

Further we support the elimination of employment discrimination and promote diversity in the workplace, whilst not supporting corruption. We conduct our business with honesty and integrity in compliance with applicable laws of the country.

Selection & Hiring Policy

HIAB ensures all recruitment activities are transparent, just and within the framework of the Company's recruitment norms. Discrimination on grounds of gender, nationality, religion, regional affiliation, cost, creed or colour during any of the hiring process has a "zero tolerance".

We have assigned management responsibility and accountability for the implementation of our Anti-Corruption, Human Rights and Grievance policies and all our employees across the board are aware we operate a "zero tolerance" system.

