



Employee Handbook

Name: _____
Position: _____
Department: _____



*IHG® Rewards Club not applicable to Kimpton® Hotels & Restaurants; to be included at a future date.

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Section A – General Information

Holiday Inn Dubai Al Barsha - Way of Life

Vision

To be the best 4Star Hotel in Dubai

Mission

To make a difference in the lives of the individuals we touch every day by working together to deliver commitment, personalized service and a superior hospitality product by upholding a strong moral system and actively participating in the community.

Slogan

A Host of Amenities in a Stylish Hotel

We are:

- Flexible
- Adaptable (new ways)
- Autonomous
- Team Oriented
- Recognize people for good performance
- Give security for employment for good performers
- Fitting in environment
- Enthusiast for our job
- Learning organization
- Professional

We strive to:

- Being analytical
- Work smart not hard
- Give attention to detail.

We are NOT:

- Rule oriented as a norm
- Believers of sharing information freely.
- Informal (Casual and Familiar)
- Encouraging working long hours

IHG Core Values



Do the right thing

We always do what we believe is right and have the courage and conviction to put it into practice, even when it might be easier not to. We are honest and straightforward and see our decisions through.

- **We keep our promises and we don't let people down**
- **We seek out the facts and trust our judgement**
- **We take decisions even when they're difficult**



Show we care

We want to be the company that understands people's needs better than anyone else in our industry. This means being sensitive to others, noticing the things that matter and taking responsibility for getting things right.

- **We treat people as individuals**
- **We look and listen for the little things that make a difference**
- **We use our experience to find new ways to deliver great service**



Aim Higher

We aim to be acknowledged leaders in our industry, so we have built a team of talented people who have a real will to win. We strive for success and value individuals who are always looking for a better way to do things.

- **We put our hearts into learning new things**
- **We challenge ourselves and those around us**
- **We always look for ways to improve**



Celebrate Difference

We believe that it's the knowledge of our people that really brings our brands to life. While other companies may want to impose a rigid, uniform view of the world, we do not. Our global strength comes from celebrating local differences whilst understanding that some things should be kept the same.

- **We welcome different perspectives and listen to everyone's ideas**
- **We are respectful of all cultures and look to learn from others**
- **We play an active role in the communities in which we operate**



Work Better Together

When we work together we are stronger. We're at our best when we collaborate to form a powerful, winning team. We listen to each other and combine our expertise to create a strong, focused and trusted group of people.

- **We work hard to develop excellent working relationships**
- **We think about what we do and how it might affect others**
- **We trust and support each other**

YOU AS OUR AMBASSADOR

You are our Ambassador, no matter what your job title is.

Whether you work in the front of the house or in the back of the house, it is the way you perform your job that sells our hotel to our guests.

A genuine smile, warm & cheerful greeting, helpful attitude, courteous mannerism, forthcoming, friendly yet professional service, impeccable rooms and facilities and a quick response to guest needs are the hallmarks that are to be honed at every given opportunity to create complete guest satisfaction and never to miss an opportunity to go beyond our guest expectations.

Your professionalism and attitude will go a long way in ensuring that our guests come back to experience our services again & again and you are part of this selling effort.

You are selling even when you are away from the job.

If you are proud of your work and speak well of it to your friends; if you enjoy being part of Intercontinental Hotel Group and tell people about it, then you are helping the sales effort for the company.

SECTION B – Useful information on UAE

UNITED ARAB EMIRATES

The U.A.E. is a federation of seven Sheikhdoms.

Abu Dhabi, Dubai, Sharjah, Ajman, Umm Al Quwain, Fujairah & Ras Al Khaimah.

Abu Dhabi is the UAE's largest Emirate and main city. It is the capital and seat of government. The ruler of the UAE is **His Highness Sheikh Khalifa Bin Zayed Al Nayan**.

Dubai is the second largest Emirate. The ruler is **His Highness Sheikh Mohammed Bin Rashid Al Maktoum**, who is also Vice President and Prime Minister of the United Arab Emirates.

LOCAL CUSTOMS AND CULTURE

The United Arab Emirates is a Muslim country. Employees should respect the culture of where they are working. Remember that you are a visitor to this country.

For those employees who have not worked in the Middle East before, government offices take off on Fridays & Saturdays and some private companies remain open except on Fridays.

The Holy Month of Ramadan is a month of fasting for Muslims. During this time it is not allowed to eat, drink or smoke during the fasting hours, which are from sunrise to sunset. The month of Ramadan moves forward by about 12 days every year. You receive more information about this from the HR Department.

SHOPPING HOURS

Normal shopping hours in Dubai is from 10am – 1pm and 4pm – 10pm. Most supermarkets however stay open all day except Friday. All shops open on Friday from 2:00 – 10:00pm.

SHOPPING LOCATIONS

In addition the traditional “Souks” there are modern air-conditioned shopping malls located throughout the city, a wide range of supermarkets, shops, boutiques and restaurants.

CURRENCY

The monetary unit is the Dirham (DH) which is divided into 100 fils. It has been held constant against the US Dollar since 1980 at a rate of approximately US\$1=3.67 Dirham.

BANKS

Many international banks maintain branches in Dubai. Transfer can be made without difficulty as there is no change control and the Dirham is freely convertible. Bank hours are from 8am-midday, Saturday-Thursday, although some also open from 4:00pm to 5:30pm.

IMPORTANT TELEPHONE NUMBERS

POLICE	999
AMBULANCE	998
FIRE	997
DEWA	991
TELEPHONE ENQUIRY	180
OPERATOR ASSISTANCE	100
INTERNATIONAL CALLS	150
AIRPORT ENQUIRIES	04 245 7777

FOREIGN MISSIONS

BANGLADESH	238 8199
BRITAIN	309 4444
EGYPT	397 1122
INDIA	397 1333
JORDAN	397 0500
LEBANON	397 7450
PAKISTAN	397 3600
PHILIPPINES	220 7100
SAUDI ARABIA	397 9777
SUDAN	397 7722
U.S.A.	309 4000

SECTION C

YOU AND YOUR EMPLOYMENT

HOURS OF WORK

The normal hours of work are 9 hours per day (including meal breaks), six days per week. Employees are entitled to one day off per week to be allocated by the department duty roster. The working hours may be straight shift or split shift basis. (54 hours a week)

OVERTIME

Employees are required to work extra hours should the business level so determine. Any extra hours worked above the normal hours would be considered as overtime and must have the prior approval of the Head of Department.

PAYMENT OF WAGES

Wages are paid monthly in U.A.E. Dirham's.

Payment will be made through bank transfer to most employees and everyone will be provided with a savings account in a nearby bank.

For the purpose of payroll, the monthly working dates are from 21st of the previous month until the 20th of the current month.

Salaries will be paid into the bank by last day of the month and employees will receive a pay slip at that time from their direct Supervisor. If there are any queries regarding your wages, then please contact the paymaster the following day.

TIMEKEEPING

All employees are required to be at their place of work at the time specified on their duty roster. Employees entering or leaving the hotel must report to the time office where their time card will be recorded accordingly. Changes in duty shifts may only occur with prior approval of the Supervisor concerned.

VACATION ENTITLEMENT

Vacation entitlement is 30 calendar days after completion of 12 months or 2 days for every month if you have worked for more than six months but less than one year.

Leave may only be accumulated up to a maximum of twice the annual entitlement.

AIR TICKET ENTITLEMENT

Unless otherwise stated in your contract of employment, you are entitled to an economy class air ticket to travel from your point of hire to Dubai at the start of your contract and again at the end of your contract to return to your point of hire.

In the event of the Company terminating your contract prior to its completion, then full transport costs would be borne by the company.

PUBLIC HOLIDAYS

The United Arab Emirates has the following Public Holidays:

Hijra New Year	1 day
Gregorian New Year	1 day
Eid Al Fitr	2 days
Eid Al Adha	3 days
Prophet Mohamed's Birthday	1 day
Isra and Miraj	1 day
Martyr's Day	1 day
National Day	1 day

Should employees be required to work Public Holidays then either payment would be received at the overtime rates of 1.5 of normal day or else time off would be given in lieu.

SICK LEAVE

After the completion of the probationary period, employees are entitled to sick leave as follows:

- First 15 days per year on full salary
- Next 30 days per year on half salary
- Thereafter, unpaid leave up to the maximum of 45 days

Should you be too sick to come to work, you must get a friend to inform your Department Head as soon as possible. You will not be paid if you do not first contact your Department Head or Duty Manager. Before visiting the Doctor or Hotel clinic you must obtain a medical form from the HR Department.

MATERNITY LEAVES

According to the Labour Law, employees who are on a married status are entitled to a Maternity Leave of 45 days.

INDEMNITY PAY

Indemnity will be paid in accordance with the Federal Labour Law of the UAE.

No payment would be made should an employee be dismissed for reasons set out in Article 120 of the Federal Labour Law and further, under Article 138 of the Labour Law. No payment would be made should an employee resign before the end of the contract period unless the period of continuous service exceeds five years.

PROBATIONARY PERIOD

As per Article 37 of the Labour Law, all employees will start a six-month probationary **period**. **Upon the satisfactory completion of this time, employees would be deemed as being** in regular full time employment. Should the performance of employees be less than satisfactory by the end of this time, the Company has the option to terminate the employment contract.

EMPLOYEE RECORD UPDATE

The HR Department must be notified of any changes in your personal details. This may include but not limited to change of home address, number of dependants, etc.

HOTEL ID CARD

You will be issued with an ID card. This card must be kept with you at all times. Should the card be lost, then you must report this to the HR Department immediately and a charge of 50 Dirhams will be deducted from your salary for a duplicate card.

Employees will not be able to receive their wages unless this card is produced.

EMIRATES ID CARD

In compliance with the UAE Government/Law, you will be provided with Emirates ID. Please contact HR Department for further details and they will arrange a schedule for you once your residence visa is processed. This card is compulsory to all employees in the UAE, for future transaction with the Government related documents and transactions and must be kept with you at all times. Further information will be advised to you by HR Department.

MEDICAL TREATMENT

You will be provided with a Medical Insurance cover by the hotel which you can avail as per the Insurance Policy.

COMPANY PROPERTY AND GATE PARCEL PASS

Under no circumstances may any articles, equipment or any food stuff belonging to the company be removed from the premises without a written Gate Parcel Pass authorized by your Department Head or a duly authorized person.

On termination of your employment, you must return to the Company any property of the company and all records and documents within your control, which relate to the affairs of the Company. You are not permitted to keep any copies of such records or other documents.

RIGHT OF SEARCH

The Company reserves the right to search the person or personal effects of any employee, which will be carried out by property, authorized persons and if you wish, in the presence of a witness you may nominate. This right extends to the lockers in the hotel and to your accommodation.

ENTRY INTO THE HOTEL

Employees must use the staff entrance, located in the basement of the hotel and pass through the time office. Other entrances must not be used.

CONFIDENTIAL MATTERS

You must not disclose any information relating to the Company and its business, which is of a private or confidential nature except in the proper performance of your duties. This restriction continues to apply even when your employment with the Company has ceased, except to the extent that the information has become generally known.

RESTRICTION ON OTHER ACTIVITIES

According to the Labour Law of the United Arab Emirates, you may not engage in any other business activity nor have any other employment whilst working for the company.

JEWELRY

The wearing of jewelry is limited to wedding rings and ladies earrings, which should not extend below the bottom of the ear.

MEALS

All meals are provided free of charge and must be taken in the areas designated by Management, which is commensurate with your position. Consumption of food and beverage outside the designated area is an offence and would be subject to disciplinary action.

LOCKERS

Employees will be provided with a locker and one key will be issued per locker. Any valuables kept in the locker are the sole responsibility of the employee. Please keep the locker room clean and tidy and vacate it as soon as possible to make way for others.

NAMETAGS

You will be provided with a nametag upon your arrival. It is the Company policy that nametags must be worn at all times. Should you misplace or break your nametag, please inform the HR Department immediately who will arrange a replacement. An amount of Dhs 50/- as replacement cost would be charged to employees who break or misplace their nametag.

LOST AND FOUND

Any item lost by colleagues or guests that you may find should be handed over immediately to your Department Head or Duty Manager who will in turn report it and hand it in to the Executive Housekeeper. A record of these items and who has found them will be kept. The items will be kept in safe custody for a period of six to twelve months after which should they not be claimed, then the item will be given to the person who originally found it.

TERMINATION OF EMPLOYMENT

We hope that all who join the Company will stay with us, but should you for some reason decide to leave, you must give a minimum of one/two month's notice as mentioned in your Employment contract.

Should the Company terminate your employment, your minimum period of notice or payment of salary in lieu would also be one month.

This would not apply in the case of completion of your contract period nor in the case where your termination of employment is without notice in cases of gross misconduct. This is described in detail under the section of Disciplinary Procedure.

UNIFORMS

Most employees will be issued with a uniform. It is your responsibility to look after your uniform. When it needs to be cleaned or repaired, you should take it to the Laundry department at the hours specified for uniform changing.

HOTEL FACILITIES

Hotel facilities are for the Guest's use. You are not permitted to use them and therefore are not be allowed in public areas during your off duty hours. You should only come to the hotel during your duty hours, for meals or with the permission of your Department Head.

PASSPORTS

For security reasons, your passport will be kept in the HR Office in a safe. This will be returned to you when you are leaving the country.

HOTEL KEYS

Some employees will be issued with hotel keys as part of their work. These keys must be signed in and out at the appropriate collection point and must never leave the hotel premises. Employees issued with keys will be held personally responsible for their security and for the access that they provide.

FACIAL/HAIR

Being in a guest service environment, personal standards of grooming and appearance are essential. Employees in contact with guests must be clean, no beards or moustaches.

STAFF MAIL

Each department will distribute mail for employees. Therefore all mail received must clearly state employee name and department to save delays. Outgoing mail is the responsibility of individuals.

TELEPHONE CALLS

Employees are not permitted to make or receive personal telephone call whilst in the hotel.

MOBILE TELEPHONES

Employees are not permitted to use mobile telephones on duty for personal reasons.

SECTION D

GENERAL RULES OF CONDUCT

To ensure that employees do not unknowingly make themselves liable for disciplinary action, please read through the following behavior rules. Make sure that these rules are not broken since this conduct is prohibited.

Minor offences

- Smoking in areas other than those designated.
- Unauthorized use of the telephone.
- Entering or leaving the hotel except by the designated staff entrances and exits.
- Unexcused lateness in reporting to work.
- Unexcused absence from work without prior approval.
- Presence in an area not associated with your job responsibilities.
- Loitering in the hotel when off duty or on leave.
- Receiving personal visitor during working hours.
- Eating in unauthorized areas.
- Chewing gum whilst on duty.
- Bringing food out of the staff canteen.
- Using guest elevators, unless authorized.
- Littering, spitting or contributing to unsanitary conditions.
- Using facilities in guestrooms. Taking meals during an unauthorized time.
- Failure to wear your nametag at all times.
- Failure to wear correct and clean uniform.
- Unshaven or untidy personal appearance.
- Using Public/Guest toilets.
- Failure to produce Employee ID when requested by authorized person.
- Leaving the Hotel in uniform or part of uniform unless for an official purpose.
- Failure to co-operate and work harmony with other employees.
- Disorderly conduct such as shouting, running, laughing, whilst, on duty.
- Parking in non-designated areas.

Major Offences

- Betting, gaming, touting or the private sale of goods in the Hotel premises.
- Use of guest facilities without permission
- Misuse of any Company Property, Uniforms or Equipment
- Use of profane language towards fellow employees, guests and others
- Refusal to comply with the security policy of the hotel
- Personal use of Hotel equipment and materials without authorization
- Being discourteous or undignified to Guests
- Association with Guest in the Hotel or the unauthorized entry into a guest's room unless during the course of duty
- Interference with or defacement of duty rosters or other items on the staff notice boards
- Unauthorized possession of hotel property or property left by guests
- Taking the hotel food and beverage for consumption without authorization
- Abuse of staff locker and changing facilities
- Divulging confidential information regarding guests and staff especially where such information may breach the safety and security of guests
- Non-compliance with Food Hygiene regulations and Policy Non-compliance with and failure to report any breach of established Health, Safety, and Fire regulations. Failure to report any accidents or injuries sustained whilst on duty
- Failure to perform work to satisfactory standard
- Failure to comply with Company procedure relating to absence from work.
- Failing to abide by such rules and policy regulations that may be issued in writing from time to time to cover specific conditions
- Supplying misleading or false information when applying for employment

Grave Offences considered as Gross Misconduct

- Actually or attempting to strike, assault or molest a guest, fellow employee, supervisor or subordinate on or off duty
- Reporting to work or working whilst under the influence of alcohol or narcotic substances
- Insubordination or refusal to carry out a reasonable and valid instruction from a supervisor. Refusal or failure to perform any work assigned during an emergency
- Possession of narcotic substances on or off duty

- Dishonesty in any form such as (but not limited to): theft, falsification of any records or making fraudulent statements, falsifying customer invoices, receipts, deliberate overcharging, using paid invoices for another transaction, using unauthorized invoices or other acts of dishonesty, theft or misappropriation of Hotel, Guest or employee property
- Willful and deliberate destruction or damage of property belonging to the Hotel, Guest or other employees
- Conviction of felony whilst employed or conviction of any offences under the Law of the UAE
- Removal of any items from the hotel without an authorized Gate Parcel Pass
- Lewd acts or immoral behavior committed in guestrooms for monetary gain or otherwise
- Accepting or offering anything of value in exchange of promotion or better working conditions
- Accepting anything of value from contractors or suppliers which may affect the objectivity of or in breach of Company Policy regarding the placement of orders with suppliers or which may bring into question the financial integrity of the Company
- Breaching the privacy of Hotel guests such as peering into or spying on the rooms occupied by guests
- Unauthorized possession of Hotel Keys especially Master keys and the authorized making of such duplicate
- Carrying or being in possession of firearms or other weapons of any kind
- Any acts in helping the guest find prostitution
- Unauthorized absence from work continuously for 7 days or a total of 20 intermittent days unauthorized, absence without a valid sickness certificate, within one year
- Taking other employment, including casual or temporary work
- Divulging confidential information regarding the business of the Hotel
- Assuming a personality or a nationality other than your own or producing fake documents or certificates

These lists are not exhaustive, nor are they intended to be. They serve to give employees a guideline of what constitute unacceptable behavior and to help employee avoid the unpleasantness of disciplinary actions.

SECTION E

DISCIPLINARY RULES AND PROCEDURES

The Company sincerely hopes that all employees will enjoy their work and will observe the rules and standards that have been set. However, in the event of an employee failing to fulfill company policies, standards of performance or rules of conduct, the company will adopt the following principles and procedures.

These principles and procedures are designed to clarify the rights and responsibilities of management and all employees in respect of disciplinary action.

The primary aim is corrective rather than punitive. The objective is to help the individual, whose performance and/or conduct has failed to reach the required standard to make necessary improvement.

In every case, the employee will be given an explanation of the reasons for any disciplinary action, which may be taken. The employee may, if so wishes, be accompanied at the disciplinary proceedings by a fellow employee from his own department.

Before a decision is reached, the individual employee will be interviewed and given the opportunity to state his case to the appropriate Manager.

Should an employee feel that he has been mistreated, he has the right to appeal to the next level of Management. Appeals must be submitted in writing within seven (7) days of the employee being notified to the disciplinary action and stating the grounds on which the appeal is being made.

SUSPENSION

- Following an alleged offence, precautionary suspension with pay may be used in those circumstances where the General Manager feels that it would be in the best interest of those concerned for the employee(s) not to remain at work.
- Pay during this suspension would be at the basic rate
- Such suspension is without prejudice to subsequent investigation and any disciplinary action.

Dependent upon the circumstance and the severity of an offence, the following range of disciplinary may be taken:

1. Verbal Reprimand
2. Written Reprimand
3. Final Reprimand
4. Suspension without pay up to 7 working days
5. Dismissal
6. Summary Dismissal

VERBAL REPRIMAND

This is essentially a verbal warning to draw the employee's attention to the ways in which their performance or conduct does not meet the required standard. Someone may give this in a Management Position. Repetition of the offence would lead to further disciplinary action being taken.

Demonstration of satisfactory improvement would lead to the withdrawal of the verbal warning after a six-month period.

WRITTEN REPRIMAND

This is a formal warning and will be recorded in personnel file of an employee. It would be issued by a Department Head in conjunction with the Personnel Manager and approved by the General Manager.

The warning would contain a statement of the offence committed and the improvement desired in the performance of conduct and further, employees would be informed of the consequences of failing to meet the desired improvement.

Employees are obliged to sign a written warning.

Demonstration of satisfactory improvement would lead to withdrawal of the written warning after a six-month period.

FINAL REPRIMAND

This is a most severe rebuke and represents a final warning. It would be recorded in the personnel file of an employee. It would be issued by the Department Head in conjunction with the Personnel Manager and approved by the General Manager.

It may be given for failure to improve performance or conduct following a first warning or it may be given for a serious first major offence. The warning would contain a statement of the offence committed and the improvement desired in the performance or conduct. Employees would also be made aware of the consequence of falling to meet the desired improvement.

Demonstration of satisfactory improvement would lead to the withdrawal of the final warning after a twelve-month period.

SUSPENSION WITHOUT PAY

This is the last corrective action that may be taken before terminating an employee's contract. An employee may be suspended without pay up to a maximum of 7 days in one month.

This may be used for a first serious offence or for failure to improve performance or conduct following a final warning. It may be used for repeated commitment of an offence.

The authority to suspend rests with the Departmental Head in conjunction with the HR Manager and approved by the General Manager.

If an employee is suspended, he will receive a statement of the reason for the suspension and the duration and effective dates of the suspension.

DISMISSAL

Dismissal means that an employee will be given notice of one month that his contract of employment will be terminated. Payment in lieu of notice period may also be given.

Dismissal is reserved for serious offences of the repetition of a lesser offence or for failure to improve following a reprimand. Authority to dismiss rests with the General Manager.

Employees would receive the dismissal notice in writing from the Personnel Manager stating the reasons for dismissal.

SUMMARY DISMISSAL

This means that an employee's contract of employment has been terminated with immediate effect and without contractual notice or payment of salary in lieu or payment of gratuity and accrued holiday.

Summary dismissal may be used in cases of Gross Misconduct. The authority to use this disciplinary sanction rests with the General Manager.

After full investigation of the circumstances of the alleged offence, should it be felt that a summary dismissal is the appropriate action, this will be explained to the employee together with the reasons for such a sanction. The employee will receive a written statement, which will contain a statement of the case found against the employee and the reasons for summary dismissal.

SECTION F

GRIEVANCE PROCEDURE

The Company will endeavor to maintain a cordial and harmonious relationship with all employees. However, if difficulties arise, the Company feels that it is important that there is a procedure, which can quickly resolve these issues. This Grievance Procedure is set out as below.

Stage 1

The employee concerned should raise an issue in the first instance with his / her immediate supervisor. The supervisor will try to resolve the matter and will give an answer within 48 hours.

If the matter is not resolved satisfactorily, either party may report the issue to the appropriate Department Head.

Stage 2

The Department Head will arrange a meeting with the employee raising the issue. The Department Head will try to resolve the issue in consultation with the Personnel Manager and will give an answer within 48 hours. If the issue is not resolved satisfactorily, either party may report the issue to the General Manager.

Stage 3

The General Manager will discuss the issue with the staff member(s) and seek to resolve the problem within 7 working days or such extensions that the parties may agree. In the event of agreement not being reached, either party may proceed to stage 4.

Stage 4

Either party can refer matters unresolved under stage 3 the Area Director and area Human Resources Director. In this case a meeting would be called between the parties concerned or other action taken that would seem appropriate. In the event of agreement not being reached at this stage then either party may proceed to stage 5.

Stage 5

If the issue is not resolved during stage 4 then either party may file a case with the Labour Department as per Article 155 of the Federal Labour Law. Should the employee file such a case then the employer will reply to the employee in writing with a copy of the reply sent to the

Labour Department within 7 days. Should the employer file a complaint then the Labour Department would try to settle the dispute in a consensual way.

If this mediation did not settle the dispute, it would then be submitted to the relevant “Conciliation Committee” which is set up in the Labour Department. The decision of this committee is obligatory on both parties as per Article 158 of the Federal Labour Law if they have agreed in writing to accept the committee’s decision.

SECTION G

HEALTH AND SAFETY

Policy Department

It is the Company policy to take every reasonable and practical step to provide and maintain for every employee a safe and healthy environment in which to work. This is also to ensure that the health and safety of the public is not jeopardized at any time whilst using the Company’s premises and facilities in accordance with Safe Codes of Practice.

The Company will encourage all employees to work safely and will provide such training, supervision and equipment as is necessary.

It is the duty of all employees to conform to Company Policy and Safe Code of Practice and to accept their responsibilities.

All employees who authorize work to be carried out must ensure adequate health and safety facilities are available.

All employees should contribute towards making work areas as safe as possible, and work methods should be periodically appraised to ensure that the safest possible methods are being used.

Responsibility for Health and Safety

The Human Resource and Training Manager have the responsibility for directing the coordinating and monitoring arrangements as they effect the personal safety of all employees.

The responsibility to ensure the discharge of the employee’s general duties at the local level is delegated to line Management.

The General Manager is required to implement to the Company’s Health and Safety Policy and is responsible for ensuring that staff, over whom he/she has the authority, complies with such standards of Health and Safety as is reasonably practical in all circumstances.

The Health and Safety Officer, is responsible for the coordination of Health and Safety training and inspections. To this end there is a Health and Safety Committee, of whom he is a Chairman, made up of representatives from every department. This committee should meet on a monthly basis to review the Health and Safety standards of each area of the hotel and the members of the committee should report any breaches of Health and Safety at their work places either concerning work procedures of physical facilities. The committee would also review any accidents that may have occurred at the work place. The names of the Committee Members will be posted on the staff notice board. Heads of Departments and supervisors are generally responsible for the Health and Safety of their own department.

Your Health and Safety at Work

The Company will provided such medical and safety services as are necessary to implement its policy.

It is clear that Safe and Healthy working conditions can only be achieved by combined effort of all employees regardless of their status in the Company.

Every employee has a duty to cooperate with the Company in ensuring that Safe Codes of Practice are complied with and to use any protective equipment provided. Employees must take reasonable care for the health and safety for themselves and of other people who may be affected by their acts or omissions at work.

Employees must inform their supervisor of any hazards of which they are aware in order for the appropriate action to be taken and employees must report any incidents that have lead to an injury.

The following items are of particular importance at Holiday Inn – Al Barsha:

Fire

- Ensure that you are familiar with the procedure for sounding the fire alarms and the correct action to be taken when you hear the alarm
- Keep all fire escape route clear and unobstructed at all times and ensure that the signage is also kept clear
- Know the location of fire extinguishers and ensure that access to the extinguisher is never obstructed
- Fire doors must be kept closed, unless on magnetic holds and should never be popped nor obstructed in any way.

- Never allow large quantities of waste paper to accumulate and ensure that ashtrays are not emptied into receptacles that already contain paper or other flammable material.
- Know the location of the Fire Alarms, Fire Exits and Fire Fighting Equipment.
- Smoking is only allowed in specified areas.

Machinery and other equipment

- Dangerous parts of moving machinery must always be securely guarded. Never remove a machine guard unless authorized to do so.
- Particular attention must be paid to abrasive wheels. Ensure that eye protectors are always used and that the mountings of the equipment are secure.
- Ladders should be inspected frequently and employees instructed in their safe usage.
- Microwave ovens should be inspected in accordance with manufacturer specifications and must be operated by staffs that have been trained in their usage.

Chemicals

- Chemicals substances such as solvents, cleaning fluids, paints, and chemicals required for the pool should be stored in a separate fire proof store and strictly according to the manufacturer's instructions.
- All Chemicals should be stored in a separate store and must be kept away from all food and drink.

Electricity

- Electricity switch rooms and all plant rooms should be kept locked and a notice prohibiting unauthorized entry posted. These rooms should not be used for any storage. Always report defective equipment yourself nor use an appliance, which is not in good condition.
- Do not overload electrical sockets nor let electrical wire trail across working areas.
- Goggles and gloves must be used when handling batteries or topping up acid.

Accidents

- If you have an accident, no matter how small, you must report it to your supervisor so that the cause can be investigated and that a record is made of it in the Accident Book.

First Aid

- Adequate first aid supplies are provided in all work areas. Do not abuse the items that are placed in the boxes. The supervisor of an area will be responsible for ensuring that the box is fully stocked. Make sure you know how to obtain first aid.

Health and Hygiene

- To comply with Company policy and local requirements you must ensure that you wear all protective clothing supplied to you including gloves, masks, hats, etc. at all times, especially staff involved with Food and Beverages.
- Observe the notices concerning the use of equipment, food storage etc. and comply with any instructions and training given in hygiene matters by your supervisor.
- If you suffer from any skin, nose, throat or bowel trouble at work, tell your supervisor and do not handle food and beverage.

Vigilance

- We request that all of our staff members are vigilant in both the hotel and the staff accommodation.
- Be aware of anything suspicious and report it. Keep a look out for unattended luggage or items which could possibly contain a bomb.
- Does not touch any suspicious item; use the hotel phone to call the emergency number-999.
- If anyone looks suspicious or on the lookout, approach them ask questions.
 - How May I help you?
- Although terrorist threats are unlikely to happen, we must be aware that it is a possibility and protect ourselves by being aware, awake and alert.

General

- Always keep your work place clean and tidy. Do not let wastes of any kind accumulate where it could cause fire, hygiene or obstruction risk.
- Ensure that all storage is secure, with no risk of falling. Proper access must be used for anything, which is stored at height.
- Clean up spill oil, grease or liquids immediately.

SECTION H

EMPLOYEES BENEFITS

- One of the primary objectives of the Company is to create a stable environment in which employees are proud to work. In this regard, the Company would like to extend certain benefits to eligible employees.

Initial Entitlement

- Uniform
- Accommodation
- Transport to and from the workplace
- Meals
- Medical costs reimbursed through company private insurance
- Laundry facilities

Employee of the Month

- On a monthly basis an employee is selected as “Employee of the Month”. This person is chosen based on performance, attitude and professionalism. He / she will receive a cash reward, certificate and further be eligible for the selection of the “Employee of the Year”.
- Other awards and benefits would accompany this recognition.

Training and Promotions

- It is the policy of **Holiday inn – Al Barsha** to recognize superior performance and to give opportunity for promotion to employees who demonstrate the required ability and necessary competence.
- The company recognizes its training responsibilities, and personal career development is encouraged. The company wishes employees to advance as far as their aptitudes and abilities permit and through training to prepare employees to take further responsibilities when opportunities arise.

Staff Social and Sporting Activities

- The company is constantly developing these facilities. Ideas and participation in these activities are always appreciated.

HR Committee

- This committee is made up of representative from all departments and is chaired by the Director of Human Resources & Training. Minutes of these meetings are posted on the staff notice board and employees are encouraged to bring any points to their department representatives who will raise them at the meetings.

ACKNOWLEDGEMENT

I, _____, hereby agree that I have fully understood the contents of the employee handbook and I shall abide by all the terms and conditions detailed in the employee handbook.

Name : _____

Department : _____

Position : _____

Flat Number : _____

Contact Number : _____

Signature: _____ Date: _____