

Attachment 8

H1.3 Labour Rights/Standards (for e.g. health and safety, combating child labor, eliminating racism and gender discrimination in hiring policy, fair compensation, recognition of the right to collective bargaining etc.)

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

Grievance mechanisms are operated through both formal & informal processes. Our Grievance Policy (APP33f) invites colleagues to raise their gripe up the line from department head to HR Director, to FC & CEO. Our Informal 'open door' policy allows individuals to meet our CEO for an informal hearing. Complainers know that biased & unsubstantiated claims can have a derogatory effect.

Internally we have mechanisms in place where wrong doings are highlighted to the management daily by dedicated staff in various departments. Whistle blowers identification diplomacy is informed at orientation.

E mails can be sent to grievance@hialbarsha.com, dedicated for grievances & accessed by CEB only. (APP33f). At HIAB we are committed to operating with integrity and in line with IHG Code of Conduct (APP33c) and all are given a responsibility to speak up about breaches of the Code and we cascade and follow IHG Confidential Reporting Hotline (APP76)

Investigations are conducted by a dedicated team under closed doors. To assure all cases receive a fair solution, we provide labour laws and addresses to anyone wanting to take any matter further. HR compiles an annual record on number of complaints received, issues identified and how they were resolved. Action taken is shared with management and the hurt parties.

HR policies are translated in different languages to avoid misunderstanding.(APP77)