

**POLICIES**

**AND**

**PROCEDURES**

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# RECRUITMENT POLICY

# POLICIES AND PROCEDURES

## RECRUITMENT POLICY

Right recruitment is a key to the success of any organization. The recruitment policy has been made to ensure that we will recruit the right candidate in the right position.

1. Recruitment plan to be provided by Department Heads every 6 months as it will help and ease the smooth operation of the Human Resources Department as we need time to prepare the needs of recruitment i.e. Employment Authorization Form, Selection of Right Candidate, Work Permits, Visas, Accommodation, etc.
2. As per the request of Department Head, Employment Authorization Form will be raised for approval of the General Manager and it will be based on the approved manning for the year, before sending an offer letter. Offer letter must be sent only by the Human Resources Manager.
3. Selection will be made through our recruitment resources in the following order:
  - a. Saudi national.
  - b. Non- Saudi – Local Hire (we will have the chance to interview them personally and there is no cost involved i.e. airfare and agency fees).
  - c. Hotel Databank
  - d. Al-rajhi group of hotels Databank
  - e. Recruitment advertisement in the newspaper
  - f. Recruitment Agency - NO Department Heads should deal directly with any recruitment agency without liaising with the Human Resources Manager in order to control the recruitment agency fees and to ensure that there is a written agreement that should be

signed by our General Manager according to the Hotel Policy.

- g. Interviews to be conducted by the Department Head and Human Resources Manager.
- h. Selection will be agreed by the Department Head and Human Resources Manager.
- i. Overseas recruitment for a group of staff – Personal interviews must be conducted by the Human Resources and Department Head or Human Resources Manager.

#### 4. Interviews

- a. Interviews should be conducted in a professional manner by using the Interview Assessment Form.
- b. The Human Resources Manager and Department Head/Assistant Department Head should conduct interviews for Front Liner Staff and Supervisory Level and for Management Level, interviews to be conducted by the General Manager.
- c. The Department Head must coordinate with Human Resources Manager regarding the package to be offered.
- d. Any offer not in line with our policy and entitlement for that position should be discussed with Human Resources Manager and General Manager.

5. Written Reference from previous employers is essential.

6. When the candidates has been finalized and agreed his/her on date of join, Human Resources Department must prepare the following: -

- a. To apply for visa (NOC) as the work permit should be in hand as soon the vacancy exists.
- b. When we received the visa, airline ticket to be arranged and to allocate an accommodation according to the position entitlement.

- c. To arrange for transport from airport to the staff accommodation according to the position, where staff will be received by the Staff House Supervisor who gives staff compound orientation.
  - d. On the first day, the staff will be provided with the following: -
    - Welcome letter from the General Manager
    - Contract
    - Name badge
    - Uniform locker
    - Hotel orientation and hotel induction book
    - And will be scheduled for one-day orientation training.
  - e. On the first day of duty, staff will be given on-the-job training plan, which is prepared by the Department Head in advance by liaising with the Training Manager.
7. Department Head must go through the job description, point by point with the new staff and the job description must be signed by both the Department Head and staff. A copy of the same must be sent to the Human Resources Department for filing.
8. Probationary Period  
Human Resources Department will send probationary report two weeks before the third month and must be returned to Human Resources Department, one week before the month ends.
9. During the probationary report review of the staff, Department Head must follow the points mentioned below:
- a. Set a place and time for the report review.
  - b. To inform the staff 2 days before the review date.
  - c. Department Head should go through the probationary report form, point by point along with the staff based on the staff performance and job description.

- d. At the end of review session, staff should be allowed to read all the comments written by the Department Head before signing on the probationary report form.
- e. Department Head should be careful during the third probationary report as he should ensure that he will take the right decision, either to confirm or not to confirm the job of the staff.
- f. Accordingly, Human Resources Manager will confirm in writing to the staff of his situation regarding the same.

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# **RULES AND REGULATIONS AT WORK**

## POLICIES AND PROCEDURES

### CONDITIONS AT WORK

1. Staff must strictly use the employee's entrance for exit and entry.
2. Staff must punch their time card when they are coming on duty and leaving from duty.
3. Staffs are not allowed to receive visitors other than workers of the establishment at work place without permission from Department Head.
4. Staffs are not allowed to eat and smoke in other than designated places (canteen) and time.
5. Staffs are not allowed to sleep while on duty.
6. Staffs are not allowed to use telephone for personal purposes without permission.
7. Staffs are not allowed to loiter around at other than their work site during hours of work.
8. Staffs are not allowed to consume any alcoholic or intoxicating beverages at places of work, use of drugs in or out of the hotel.
9. Staffs are not allowed to raise relief or funds without permission.
10. Staffs are not allowed to write statements or put up posters on walls.
11. Staffs are not allowed to inspect any refuse on leaving work.
12. Staffs are not allowed to carry their bags, bleeps and mobiles to their work place and these must be kept in the lockers.

13. Staffs are not allowed to use or take the hotel uniform outside the hotel.
  14. It is not allowed for any staff, except executives, to entertain or visit a guest inside their room during normal duty or after working hours.
  15. It is not allowed for any staff except Executive Team to stay or eat in the outlet on his / her normal working hours without securing permission from the General Manager.
  16. Staffs are not allowed to use guest lifts and toilets.
  17. Staffs are not allowed to take or use any hotel materials for personal purpose.
  18. Any guest item found by staff (lost property) must be handed over to the Housekeeping Department immediately.
  19. Staff should not pass through guest areas if other route possible (i.e. 1<sup>st</sup> floor corridor).
  20. Night shift allowance is not applicable.
  21. Staff Leavers – Release letters are subject for approval of the GM.
  22. The Department Head in co-ordination with the HR Department should issue warning letters and send copy to GM.
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**THE RULES FOR PENALTIES WHICH MAY BE INFLICTED UPON WORKERS OF Al-rajhi group of hotels  
 ..... THIS LAW HAS BEEN APPROVED BY THE COUNCIL OF MINISTERS ON HIS DECISION NO 745  
 DATED 23/24-8-1389 AND ISSUED UNDER ROYAL DECREE NO M/21 DATED 6/9/1389.**

TYPE OF CONTRAVENTION	PENALTY				REMARKS
	1 <sup>st</sup> Time	2 <sup>nd</sup> Time	3 <sup>rd</sup> Time	4 <sup>th</sup> Time	
<b>CONTRAVENTIONS RELATING TO HOURS OF WORK</b>					
(1) Late reporting for duty for up to 15 minutes without permission or good cause where such reporting does not hinder other workers.	Warning Letter	5% deduction	10% deduction	20% deduction	
(2) Late reporting for duty for a period of more than 30 minutes without permission or good cause (where such reporting does not hinder other workers).	10% deduction	10% deduction	25% deduction	50% deduction	Time to be covered by staff or salary deduction.
(3) Leaving work not more than 15 minutes earlier than quitting time without permission or good cause.	Warning Letter	10% deduction	¼ day deduction	1 day deduction	
(4) Staying in or returning to establishment after quitting time without justification.	Warning Letter	10% deduction	25% deduction	Full day deduction	

TYPE OF CONTRAVENTION	PENALTY				REMARKS
	1 <sup>st</sup> Time	2 <sup>nd</sup> Time	3 <sup>rd</sup> Time	4 <sup>th</sup> Time	
<b>CONTRAVENTIONS RELATING TO RULES OF WORK</b>					
(1) Leaving from unauthorized exit except the management	Warning Letter	10 % deduction	15% deduction	25 % deduction	
(2) Receiving visitors other than workers of the establishment at work place without permission from management.	Warning Letter	10% deduction	15 % deduction	25 % deduction	
(3) Eating at other than designated place or time.	Warning Letter	10% deduction	10 % deduction	25% deduction	
(4) Sleeping while on duty.	2 days deduction	3 days	5 days	Termination	
(5) Using telephone for personal purposes without permission.	Warning Letter	1 day deduction	2 days deduction	3 days deduction	Telephone calls to be charged to the employee.
(6) Loitering around or presence of workers at other than their work sites during hours of work.	½ day deduction	1 day deduction	2 days deduction	3 days deduction	
(7) Fraudulent indication of reporting to work.	25% deduction	50% deduction	1 day deduction	2 days deduction	

TYPE OF CONTRAVENTION	PENALTY				REMARKS
	1 <sup>st</sup> Time	2 <sup>nd</sup> Time	3 <sup>rd</sup> Time	4 <sup>th</sup> Time	
(8) Failure to obey normal orders of work.	1 Day deduction	2 days deduction	3 days deduction	5 days Deduction	
(9) Failure to carry out instructions of work provided such instructions are posted at a conspicuous place at work site.	2 days deduction	3 days deduction	5 days deduction	Dismissal with indemnity	
(10) Instigation to violate written orders and instructions of work.	2 days deduction	3 days deduction	5 days deduction	Dismissal with indemnity	
(11) Dereliction or carelessness which results to the health or safety of workers or to materials and equipment.	2 days deduction	3 days deduction	5 days deduction	Dismissal with indemnity	Dismissal without indemnity based on the loss of the hotel.
(12) Smoking at places where it is prohibited for the protection or safety of workers and the place.	2 days deduction	3 days deduction	5 days deduction	Dismissal With indemnity	Dismissal without indemnity based on the loss of the hotel.
(13) Consuming alcoholic or intoxicating beverages at places of work or using drugs in or out of the hotel.	Dismissal				

TYPE OF CONTRAVENTION	PENALTY				REMARKS
	1 <sup>st</sup> Time	2 <sup>nd</sup> Time	3 <sup>rd</sup> Time	4 <sup>th</sup> Time	
<b>CONTRAVENTIONS RELATING TO THE CONDUCT OF THE WORKER</b>					
(1) Raising relief or funds without permission	Warning Letter	25% deduction	50% deduction	1 day deduction	
(2) Writing statements or putting up posters on walls.	Warning Letter	25 % deduction	50% deduction	1 day deduction	
(3) Waste of raw materials unnecessarily.	2 days deduction	3 days deduction	3 days deduction	Dismissal With indemnity	
(4) False accusation of Supervisors of fellow workers resulting in hindering work.	2 days deduction	3 days deduction	3 days deduction	5 days deduction	
(5) Refusal to be inspected on leaving work.	25% deduction	50% deduction	1 day	2 days deduction	
(6) Violation of hygienic instructions relating to work place.	50% deduction	1 day deduction	2 days deduction	5 days deduction	
(7) Use of tools, machines or materials for personal purposes.	1 day deduction	2 days deduction	3 days deduction	5 days deduction	
(8) Fighting with fellow workers and causing trouble at work place.	1 day deduction	2 days deduction	3 days deduction	5 days deduction	

TYPE OF CONTRAVENTION	PENALTY				REMARKS
	1 <sup>st</sup> Time	2 <sup>nd</sup> Time	3 <sup>rd</sup> Time	4 <sup>th</sup> Time	
(9) Pretence of illness	1 day deduction	2 days deduction	3 days deduction	4 days deduction	
(10) Refusal to submit to medical examination at request of establishment's medical officer.	15% deduction	50% deduction	1 day deduction	2 days deduction	
(11) Failure to enter money received for the account of establishment as scheduled without good justification.	1 day deduction	2 days deduction	5 days deduction	Dismissal with indemnity	
(12) Using or taking the hotel uniform outside the hotel.	Warning Letter	Warning Letter	Warning Letter	Dismissal	
(13) All offenses are interactive, e.g. a first written warning in one section will entail a second warning to another in as such as sanction in one section will be taken into consideration if a further contravention happens in another section					
(14) All members of the staff must sign the Hotel's Official Overtime Resignation Form prior to starting the overtime shift. At the end of the overtime shift, together with the authorized Line Manager, otherwise there will be no overtime claim.					

TYPE OF CONTRAVENTION	PENALTY				REMARKS
	1 <sup>st</sup> Time	2 <sup>nd</sup> Time	3 <sup>rd</sup> Time	4 <sup>th</sup> Time	
(14) Failure to obey normal orders of work.	1 day deduction	2 days deduction	3 days deduction	4 days deduction	
(15) It is not allowed for any staff except executives to entertain or visit a guest inside his room on his/her normal duty or after working hours.	Warning letter	10% deduction	15% deduction	25% deduction	
(16) It is not allowed for any staff except Line Managers to stay or eat in any outlets in the hotel on his normal working hours without securing permission.	Warning Letter	10% deduction	15 % deduction	25% deduction	See policy
(17) It is not allowed for any member of staff to refuse working overtime on public holiday or on day off.	1 day deduction	2 days deduction	3 days deduction	4 days deduction	
(18) There is no shift allowance according to the hotel policy.					
(19) The employee should reimburse the employer the total number of hours he consumed in going out of duty, the following day after the duty hours.					The employee should work the same, need to be monitored by HOD
(20) All staffs are required to attend communication meeting. Staff must also attend training sessions as scheduled.	1 day deduction	2 days deduction	3 days deduction	4 days deduction	

## POLICIES AND PROCEDURES

### HOURS OF WORK

1. As per Saudi Labor Law, working hours for staff are 8 hours a day plus break including prayer times, a and six days a week.
  2. In case of staff required to work overtime, Department Head must obtain authorization from the General Manager in advance or the next day, in case of emergency.
  3. Staffs are not in a position to refuse working overtime as long as they will be covered by the company (cash or days in lieu) as per labor Law.
  4. Procedure for overtime paperwork must be followed, i.e. overtime authorization form, overtime claim form and overtime attendance sheet.
  5. Staffs must be at the place of work on time as the scheduled duty roster and leave the place of work on time after informing Department Head.
  6. Staffs must take permission from Department Head in case of coming late or leave early and the time that staff has been permitted must be covered or to be deducted from the salary.
  7. Staffs are not allowed to stay in or return to establishment after quitting time without justification.
  8. Staffs must sign the attendance sheet in the department when they start and when they leave from duty otherwise no claim.
  9. During Ramadan, all Muslims will be working six hours per day. Iftar time is not included in the six hours.
  10. Start date for new joiners should be 1<sup>st</sup> or 15<sup>th</sup> of every month.
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## POLICIES AND PROCEDURES

### UNIFORMS

1. All the hotel staff should wear complete uniforms if provided by the hotel while on duty.
2. Staffs are provided with two uniforms dry cleanable and three sets washable to be given in the hotel laundry.
3. Name badges & Yes I Can pin must be worn at all times.
4. Uniforms must be kept in staff lockers.
5. Staffs must follow the schedule for changing of uniforms as posted outside the linen room.
6. Staffs are not allowed to wear uniforms outside the hotel premises.
7. Staffs must wear black socks and black polished shoes, however sandals are not allowed. The requirements and standards can change from time to time.
8. Any damage caused to uniforms by carelessness of staffs may result in their being charged for replacement.
9. A locker in good working condition will be provided for each employee. Under no circumstances should uniforms be left outside of lockers.
10. Hair to be clean and short.

11. In the case of staff being issued with specialty uniforms / costumes, these must be signed for in Housekeeping office and returned promptly the next day.
12. No casual member of staff will be issued a uniform without request slip from HR Department.
13. Department Heads are responsible to ensure that all uniforms issued to casual staff are returned upon their leaving.

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# POLICIES AND PROCEDURES

## STAFF VACATION

1. Executive Team is entitled for 30 working days per annum.
2. Management Team is entitled for 21 days per annum.
3. Staffs are entitled for 15 days per annum and to be increased to 21 days after completing 10 years of continuous service (according to Saudi Labour Law Article No. 153).
4. Staffs are entitled to take annual leave once they have finished one-year service.
5. The timing of leave should be convenient to the company business operation.
6. According to Saudi Labour Law, vacation can be accumulated for a maximum period of two years to be agreed by both.
7. Head of Departments should make a vacation plan for every six months.
8. Head of Department should send the staff on vacation during low business (summer and Ramadan).
9. Vacation Request Form must be filled with complete information i.e. Full Name, ID No., Date of Joining, Department, Paid Leave, Unpaid Leave, and Contact Address while on leave. Leave must be approved prior to employee leaving for vacation.
10. Vacation can "force upon" by the Management in periods of low demands.

10. Staffs are not allowed to cancel their vacation request once it is signed and has reached Accounts Department. This could be done after the Head of Department approval in writing with a genuine reason.
11. If Head of Department wants the staff to resume duty during the vacation, permission from General Manager is essential.
12. Vacation forms should be placed in the departments for easier communication and time saving.

**NOTE:** Vacation request consists of two copies  
White copy for Accounts Department  
The other copy for HR (staff File).

## POLICIES AND PROCEDURES

### TICKET ENTITLEMENT

1. Entitlement of ticket as per the contract/completion of contract (every year/two years).
2. Ticket must not be paid as cash of LPO to the staff and cannot be accumulated.
3. Ticket to be issued as per point of hire or as mentioned in the contract. The staff will be responsible to pay the difference if he/she will use other airport in the same country.

### *LOAN TICKET*

1. The company does not provide loan ticket to any staff only in case of
  - (a) Emergency Leave
  - (b) If the staff will fly to a place different than the point of hire in the same country, this difference can be taken in the form of Loan Ticket (approval by the General Manager required).
2. Loan ticket is not provided to the staff if he will use it for going to different place other than the home country.
3. The staff for which the Loan Ticket has been agreed must have completed two years service minimum.
4. Staff for whom the Loan Ticket has been agreed must have two guarantors whom has completed two years service minimum and he will not be on vacation during the guaranteed staff vacation period.

5. The guarantor must sign the form, which states that he will be responsible for repaying the airfare to the company in case the guaranteed staff does not return back from vacation.
6. The amount of the ticket should be deducted in 4 monthly installments from the guaranteed staff salary on his return from vacation or from the guarantor's salary if the guaranteed staff does not return from vacation.

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## POLICIES AND PROCEDURES

### PUBLIC HOLIDAYS

1. All staff is entitled for the public holidays which amount to 9 days per annum as mentioned in the Saudi Labour Law (article 155).
2. Staffs are not entitled to public holiday if they fall during their leave. If public holiday is on a holiday, it is counted as working day.
3. Staff must take public holidays on date and the staff who are required to work; an Authorization Form has to be filled in advance by Head of Department with prior approval from the General Manager.
4. It applies to the Executive Team (approval from the General Manager).
5. If the staff work during public holidays, the company should cover these days as:
  - a.) To be taken as days off
  - b.) To be paid as per Saudi Labour Law (1.5 days per public holiday)
6. Public holidays should be cleared before the yearend or else it will be forfeited and this is the responsibility of the Head of Department.
7. All public holidays to be taken in the same calendar year. Only the General Manager can approve list of carrying over to the next calendar year.

## POLICIES AND PROCEDURES

### SICK LEAVE

1. As per Saudi Labour Law, staff is entitled for 30 days sick leave with full pay, 60 days with 25% pay, per year.
  2. Staff must present a sick leave note from the doctor who will be assigned to the company.
  3. No pay given if sick leave is taken during the three months probationary period.
  4. When employee falls sick, he/she should contact the Hotel DR. during duty hours.
  5. Staffs staying in the hotel's staff accommodation, he should contact the staff house supervisor (after duty hours of the hotel Doctor) for a medical referral to be presented to the hospital / health center in cases of sickness.
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# POLICIES AND PROCEDURES

## LEAVERS

When a member or a staff leaves the hotel, the following should be done:

1. *General Manager* – Cocktail party must be organized with the participation of the new General Manager and the former GM. A card and a gift worth SR1000/- will be given.
2. *Executive Team* – gathering must be organized with the participation of the other members of the executive team and the General Manager. Card and gift worth SR 750/- will be given.
3. *Management Team* – Gathering with the General Manager, Executive Team and other Department Heads. Card and gift worth SR400/- will be given.
4. *Supervisors and Employees* who completed 5 years and above – The Department Head and HR Manager will arrange a small farewell party within his department together with the co-employees. GM and the EX. Team must be invited. Card and gift worth SR300/- will be given.

# ACCOMMODATION

# POLICIES AND PROCEDURES

## STAFF HOUSE RULES & REGULATIONS

### Room and Bathroom

You are responsible for the general conditions of your room and bathroom.

You are required to clean your room and bathroom regularly. Hoovers are available in the Staff House Office. Paintwork must not be damaged by cello tapes, nails, etc. Once assigned, no person will change rooms with prior authority of HR Manager and Staff House Supervisor. Outsiders are not allowed without permission in advance from Staff House Supervisor or HR Manager. Residents are responsible for the safety of the equipment, fittings, furniture, building, etc. Any willful damage to or removal of these items will result in disciplinary action, plus surcharges.

**IMPORTANT:** Exhaust fan, fan, air-conditioners and electric lights must be put off when you are not in your room (to save energy and to avoid fire).

### Corridors and Stairways of Your Room

All corridors and stairways must be kept free from obstructions at all times.

### Cooking

Cooking in your room is strictly prohibited. A final warning will be given against any staff that breaks the rules.

## **Staff Public Kitchen**

PLEASE MAKE SURE:

- ✓ That main gas valve is shut tight before you leave the kitchen.
- ✓ The exhaust fan is off after cooking.
- ✓ Keep the cooker and the area clean after use.

Fire Instructions:

- a.) Please familiarize yourself with the positioning of all fire extinguishers in the building and report any missing ones.
- b.) In the event of the staff residence having to be evacuated, please go immediately to the main gate. Do not waste time, get there and report to the Staff House Supervisor.

## **Laundry Room**

There are washing machines and dryers in the laundry room and may be used at your convenience. Staff is not allowed to wash their blankets/comforters in the washing/dryer machine.

LINEN - Pillow, bed sheet, blanket, towels are provided, you are responsible for the cleaning of these linen, in coordination with staff house supervisor.

## **Lost and Found**

Loss of any property in the premises must be reported immediately to your Staff House Supervisor or the Security. Any property found must also be handed in as soon as possible. Please note that Al-rajhi group of hotels will not be liable in any way for damage to, or loss of personal property.

### **Telephone**

You could install a private telephone without guarantee from the Hotel.

### **Mail**

You can use the P.O. Box for personal mail. HR will hand it over to the staff.

### **Medical Services**

The Hotel Doctor is on duty at the Hotel from Saturday to Thursday inclusive from p.m. to p.m. Should medical assistance be required out of the above hours? These are medical facilities available in the Staff House Office. For emergency, contact Staff House Supervisor or the Manager on Duty.

### **Notice Board**

Please ensure that you check your notice board daily for any information.

### **Visitor**

Visitors are not allowed on the premises without permission from the HR Manager. A final warning letter will be given to anyone found violating this rule. This is a serious issue as it impinges on personal security. You will be responsible for their behavior while in the complex.

### **Refuse**

All refuse must be taken to the refuse bins provided. No refuse must be kept outside your room. Do not drop litter in public places. Empty cartons, boxes, if any, should be disposed off directly to the main skip by the staffs themselves.

### **Pets**

Pets are not allowed to be kept in the staff premises or in the garden.

### Room Key

The security of your room is your responsibility. Always have your key attached to a key ring, if possible with your name and contact address on it, **BUT NOT THE ROOM NUMBER**. If you loose your key, you will be charged for its replacement. Please advice the Staff House Supervisor if you loose your key.

### Noise

Please make sure not to make excessive noise, e.g. loud music at any time.

### Maintenance

Maintenance request box is placed outside the staff house office. Please write your maintenance defects.  
No private business transactions are permitted on the premises.

The Staff House Supervisor will carry out regular routine checks to ensure that the above regulations are carried out. He is authorized to enter/check any room/villa at any time. Any staff breaking the rules will be severely dealt with accordance with the disciplinary procedures established at Al-rajhi group of hotels

If you have any problems, or wish to make constructive comments whilst living in your home, please see the Staff House Supervisor who will make every effort to be of assistance to you.

**Recommended By** : \_\_\_\_\_

**Approved By** : \_\_\_\_\_

**Staff Name** :

**Staff Signature** :

## POLICIES AND PROCEDURES

### HANDLING STAFF ACCOMMODATIONS

Standard:

It is the Management's objective to provide appropriate and convenient employee housing and secure a high standard of cleanliness and hygiene.

Procedure:

- To maintain a completely furnished apartments and rooms according to individual's entitlements.
- Ensure that related facilities such as laundry, telephone lines, recreation halls are available and in good working order.
- To display house rules in every flat for each tenant to be aware of the do's and don'ts.
- To make sure that the surrounding are kept clean daily.
- To set up and clean the corridors, staircases, passages and entrance areas
- To make sure that all toilets and bathrooms are kept clean by using appropriate cleaning chemicals.
- Should avoid littering and must keep litter boxes properly cleaned and emptied whenever required.

- Garbage should be kept in the garbage container, should be wrapped with plastic bags and coordinate with all employees/tenants to follow the same.
  - To make sure that the laundry room is always clean and tidy.
  - Storerooms in the buildings should be kept in good order.
  - To coordinate with the Housekeeping Department regarding all the cleaning materials, equipment through the HR Department.
  - To report any accident or maintenance requests through the HR Department.
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## POLICIES AND PROCEDURES

### HOUSING MONTHLY REPORT

Standard:

To preserve and facilitate its cleanliness, the Security and the staff house Supervisor should control all the activities as well as the maintenance requests and should maintain a logbook for record purposes and to update the HR Department.

Procedure:

- To record the number of vacant rooms and those occupied.
- To record the number of staff staying in the housing.
- To record any missing furniture or equipment from the site.
- To record any fight or misbehavior among the staff.
- To record any staff accident, death, threats, etc.
- To record any fire or hazard cases.
- To record any visits paid by the Hotel Management or inspections done by the HR or General Manager.
- To record any and all maintenance jobs.
- A monthly report should be prepared by the Staff House Supervisor and to be submitted to the HR Department by 5<sup>th</sup> of every month.

## POLICIES AND PROCEDURES

### HANDLING /ARRANGING NEW STAFF ACCOMMODATION

Standard:

All employees are entitled to a well-furnished, clean, tidy and comfortable accommodation as per the individual employment contract.

Procedure:

- To keep the staff accommodation always ready for the new arriving staff
- S.H.Supervisor should receive request from the HR Department about the time and date and the number of staff arriving 2 days earlier.
- Allocate the new staff in the vacant place according to their grade.
- To make sure that the new staff signed the inventory list provided by the HR Department. To give general information about the accommodation, i.e. toilets, kitchen and entertainment/recreation room, timing, etc.
- To inform the new staff about the washing/laundry area facilities and the timing regarding their linen.
- To assist the employees for any inquiries relative to their housing needs.

## POLICIES AND PROCEDURES

### HOUSING ALLOWANCE

#### Standard:

No housing allowance except for Saudi employees, as they are not provided with accommodation.

#### Procedure:

- The Hotel provides all the employees with a suitable accommodation as per their contract.
- The staff accommodation – provides as follows:
  - ▣ Executive members will be provided with apartments at the executive housing
  - ▣ D-H A : Shared apartment.
  - ▣ D-H B ; Single Room
  - ▣ Sharing accommodation for line staff and other categories.
- For Security Purposes:
  - ▣ Those employees from all levels who wish to stay outside will have to coordinate with the HR Department and specify why they need to stay outside the staff housing.

- The HR Department should secure from the concerned staff for the full address where he or is going to reside, telephone number, etc. and that applies also for Saudi National.
  - The HR Department should secure the name/s of people with the concerned staff in their private residence and/or next of kin as well as their telephone number.
  - For any changes in the address or telephone number, the concerned staff should notify the HR Department.
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- All staffs that decide to stay outside the Hotel accommodation will have to turn over the flat and room keys to the Staff House Supervisor. Staff should return the inventory items to the Staff House Supervisor prior to their move.
  - To ensure a smooth hand-over, the HR Department and the Housing Supervisor should carry out a proper and accurate inventory of the turned-over items.
  - For documentation purposes, all change advice related to accommodation should be in the personal file

## POLICIES AND PROCEDURES

### STAFF RESPONSIBILITIES

#### "DO'S"

1. Responsible in maintaining the cleanliness, orderliness in their own flat. (Guidelines on how to maintain the flat enclosed)
2. Overall in-charge of maintaining a wholesome, peaceful and good teamwork among colleagues in the flat. Minor dispute should be solved amicably. Problems, which cannot be solved, should be reported directly to the Director of HR Department through Staff House Supervisor.
3. Update maintenance request or defects i.e. plumbing, electrical, carpentry and reports directly to HR Department and to follow up.
4. Conduct furniture and fixture inventory as required by the Housekeeper and HR.
5. Prior to organizing a party or social gathering, staff is required to obtain an approval from the HR Department.

#### "DONT'S"

1. Please see attached rules and regulations.
2. As much as possible, minimize smoking inside the rooms.
3. Do not enter into other's room without permission.
4. Vandalism.

5. Do not set radios, TV sets, and stereos at a loud pitch. Reduce the volume of stereos, radios and TVs after 22:00 hours. Respect colleagues' need to rest and relax after a day's work.
6. Drying of clothes neither inside the room nor in the kitchen is not allowed.

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## POLICIES AND PROCEDURES

### GUIDELINES ON HOW TO MAINTAIN THE FLAT

#### A. Sitting Area / Dining Area

1. Vacuum the carpet regularly. Vacuum cleaners are available in the staff housing supply room, ensure to return the machine after use.
2. Place reading magazines, books, etc. in order after use.
3. AC grills to be dusted at least twice a month.
4. Dusting of furniture's to be done regularly.

#### B. Bedroom Area

1. Make-up the bed as soon as you wake up. Never leave beds unattended. A tidy bed makes a lasting impression.
2. Hang your clean clothes inside the cupboard. Dirty clothes should not be worn again (next day). Soiled clothes/soiled socks should not be scattered and should be kept inside a laundry bag or basket.
3. Open bedroom windows if the weather is good to release dryness of unpleasant odor inside the room.
4. Wash window curtains at least twice a year.

#### C. Kitchen:

1. Clean the kitchen, kitchen utensils, kitchen floor and the gas range after use.

2. Open the kitchen windows when cooking but close the kitchen doors so as not to allow the smell of food and spices to remain inside the flat.
3. Refrigerators and kitchen cabinets should be cleaned regularly (Monthly).
4. Turn off the gas cylinders / electrical heaters in the kitchen when not in use.
5. Clean water filter once a week.
6. Empty the kitchen garbage bin daily.

*D. Bathroom*

1. Wash shower curtain once every two weeks.
2. Clean washbasins, bathtub and shower tray after use on a regular basis.
3. Scrub toilet bowl and bidet regularly.
4. Polish mirror and other bathroom fixtures regularly.
5. Sanitized the walls and floors and let it dry.

PROPOSALS:

- To hold an outstanding ROOM competition, selection of the winner and prize to be given in December.

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**STAFF**

**WELFARE**

## POLICIES AND PROCEDURES

### BIRTHDAYS

1. Birthday cards to be given to the staff by the Head of Department on the birth date.
2. HR Department organizes a SR 40/- gift voucher from 'Supermarket OR a TELEPHONE CARD worth same value for each birthday celebrant attached in the birthday card.

**AND A BIRTHDAY LUNCH EVERY 3 MONTHS WITH A BIG CAKE.**

3. On the birthday of any Executive Team member, cake, tea and coffee is organized in the General Manager's office along with the birthday card and SR 200 CASH.

## POLICIES AND PROCEDURES

### MARRIAGE

1. As per the Saudi Labor Law, the staff is entitled for three days leave with pay.
2. In case of any Executive Team member, the same as Point No. 2 is organized in the General Manager's office.
3. Cost of Gift:

Executive Team - SAR 400.

Management Team D-H A/B - SAR  
300.

Staff - SAR 200.

NOTE: H.O.D. must inform the HR Department

## POLICIES AND PROCEDURES

### BIRTHS

1. As per Saudi Labor Law, when the staff gets a new baby, he will be entitled for 1-day leave.
2. A bouquet of flowers and a cake (9 inches) with a "*CONGRATULATIONS*" card signed by the General Manager to be given to the staff.
3. A gift worth SR 200. maximum to be presented to the staff along with card.

NOTE: H.O.D. must inform the HR Department.

## POLICIES AND PROCEDURES

### SICKNESS

1. If any staff falls sick and cannot go to the doctor, the hotel HR or Duty Manager must visit the staff at the staff house and make the necessary arrangement for the staff to go to the Doctor.
  2. The hotel along with staff house supervisor must arrange for food to be sent for the staff in the staff house.
  3. If the staff is admitted in the hospital due to normal sickness or accident at work, HR Manager must visit the staff and must make a follow up with the hospital.
  4. A bouquet of flowers and a fruit basket to be sent in the hospital along with a "*GET WELL SOON*" card signed by the General Manager on the first day.
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## POLICIES AND PROCEDURES

### DEATHS

1. If there is death in the family of staff, as per Saudi Labor Law, staff is entitled for three (1) day leave up to the third degree relationship (please see attached)
2. Death certificate has to be presented after the staff resumes duty.
3. The General Manager, HR Manager and Department Head must visit the staff to give condolences.

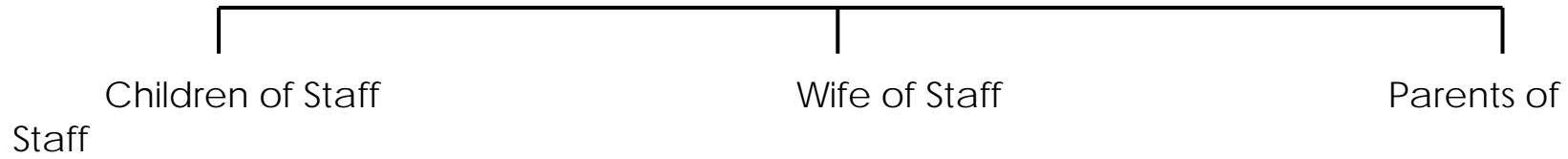
NOTE: H.O.D. must inform the HR Department

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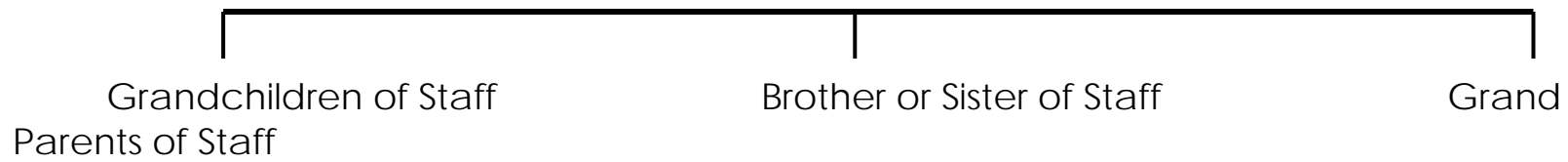
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Relatives of Staff for which they are entitled for death leave  
According to Saudi Labor Law – Article 87

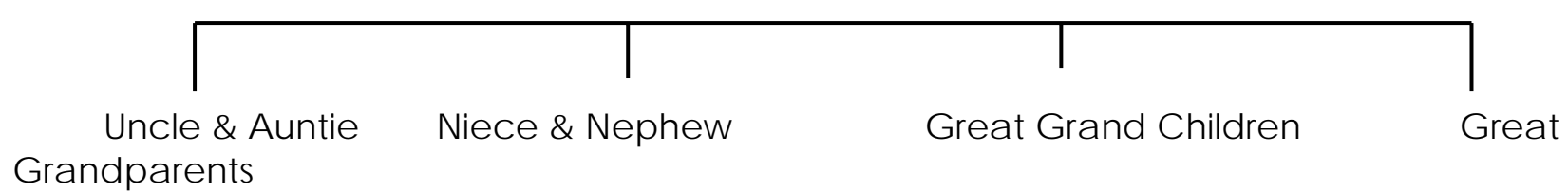
First Degree



Second Degree



Third Degree



# **STAFF ENTITLEMENTS**

# POLICIES AND PROCEDURES

## INTERNAL ACCOUNTING

### INTERNAL ACCOUNTING POLICIES & PROCEDURES

**SUBJECT:** ENTERTAINMENT & OFFICERS CHECK ENTITLEMENT POLICY

Approval:

\_\_\_\_\_  
GENERAL MANAGER

\_\_\_\_\_  
FINANCIAL CONTROLLER

This policy is applicable to all executives entitled to use hotel outlets:

1. Entertainment checks must have the details written clearly on the check as follows:

Guest Name : \_\_\_\_\_

Guest Company:  
\_\_\_\_\_

Executive's Name: \_\_\_\_\_

Executive's Signature: \_\_\_\_\_

2. All entertainment should be supported by the General Manager's authorization, which should be given to the waiter at the time of entering the outlet or sent in advance to the outlet. When an approval is not available, the waiter will charge to the executives city ledger account.
3. The entertaining manager must always accompany the guest. The only exception to this would be in the case of

an invitation voucher that has been given to the guest by the General Manager.

4. When executives are living in, specific authorization should be obtained and passed to the waiter for charging to employee meals including soft drinks.
5. An officer check is to be used for consumption of food and beverage during duty hours. Including beverages and coffee or tea,
6. Normally there would be only one meal per day as a duty meal. Any additional usage should be supported with explanations on the check (e.g. Duty Manager).
7. While Executive Team are entitled to use the outlets for duty meals, all efforts should be made to use the staff canteen in preference to the outlets so as not to affect service to our guests.

***Use of Hotel outlets for duty meals:***

Executive Team : all day Restaurant / Staff Canteen

Duty Managers : - do -

***Use of Hotel outlets for Entertaining:***

Executive Team: prior approval  
: Other outlets – GM's approval

Sales Staff and other: GM's approval all outlets  
Management

- Attached:**
1. List of Executive Team and Management Team
  1. Authorization to Entertain

## **EXECUTIVE TEAM**

1. Mr. General Manager
2. Mr. Rooms Division Manager
3. Mr. Chief Engineer
4. Director of Sales & Marketing
5. Mr. Asst food & Beverage Manager
6. Mr. Financial Controller
7. Mr. Revenue Manager
8. Mr. Gov't affairs & PR Manager
9. Mr. Regional sales Manager
10. MR. Executive Chef
11. Mr. Housekeeping Manager
12. Mr. Personal Manager
13. Mr. Training Manager
14. Mr. Front office Manager

## **MANAGEMENT TEAM**

1. Mr. Asst. Dir. of Sales & Mktg.
2. Mr.
3. Mr. Asst. Front Office Manager
4. Mr. Sales Manager
5. Mr. Sales Manager
6. Mr. Banquets & Conf. Mgr.
7. Mr. Sales Manager
8. Mr. Sales Manager
9. Mr. Sales Manager
10. Mr. Chief Accountant
11. Mr. R & M Engineer
12. Mr. Executive Sous Chef
13. Mr. Credit Manager
14. Mr. Systems Manager
15. Mr. Purchasing Manager
16. Mr.
17. Mr. Reservations Manager
18. Mr. Restaurant Manager
19. Mr. Restaurant Manager

## POLICIES AND PROCEDURES

### LAUNDRY ENTITLEMENT

1. Free laundry / dry cleaning facilities are provided for Executive Team, Sales Team plus Management Team who have not been provided with hotel uniform.
  2. Only items worn on duty are allowed to be processed.
  3. Staff members must deliver / collect items to the laundry department themselves.
  4. Staff concerned must fill out appropriate forms. In all cases hotel count must be accepted as correct.
  5. Priority will be given to guest / hotel items over management items when scheduling processing.
  6. Any complaints regarding management laundry should be brought to the attention of the Housekeeping Manager.
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# POLICIES AND PROCEDURES

## FAMILY SPONSORSHIP POLICY

This policy is applicable to all Executives, Management and line Staff.

I. Executive

As per their contract, they are entitled for family sponsorship. Fees will be covered by the hotel i.e. airline ticket, visa fees, accommodation as per contract.

II. Management

Managers and Supervisors with salary of SR 3000/- and over will be eligible for family sponsorship subject to being able to bear the travel, visa and accommodation expenses for family and subject to the management approval.

III. Line employees

The staff will be entitled for family sponsorship after they have completed a minimum of three years of service provided that they meet the government requirements. This will be at the discretion of the hotel management.

IV. Executive, Management and Staff will need to complete (Family Sponsorship Request) form and forward it to HR Department.

V. The Executive, Management and Staff should be aware that their family members are not allowed to take up employment in the Kingdom as per Immigration Law.

VI. Family Sponsorship request is subject to approval by the General Manager of the hotel.

VII. Staffs' wives under hotel's sponsorship should not work in any other hotel or company. Release letters (NOC) will not be granted.

## POLICIES AND PROCEDURES

### BANK LOAN

Staff of the AL- rajhi group of hotels, who would like to take a bank loan, should meet the following minimum requirements:

1. Staff should complete a minimum of one-year service in the hotel.
2. Should earn a minimum salary of SR 1800/-

The staff meeting the above minimum requirements then should follow the procedures below in order to obtain a bank loan:

1. Bank Loan Request Form should be duly filled by the staff to authorize the hotel, to transfer the staff salary directly to the respective account number mentioned in the form.
2. Bank Loan Request Form will be checked by the Financial Controller after which the Bank Loan Confirmation Letter will be prepared and signed by the HR Manager approved by the Financial Controller and General Manager.
3. Once the confirmation letter from the bank is received granting the loan, the HR Department will inform the Accounts Department to transfer the salary accordingly.
4. Then vacation payment will be transferred to the bank of the respective staff that is on vacation.

5. In case of resignation or termination of the staff, the Hotel will inform the bank accordingly with a cheque of his final settlement.
6. No staff is allowed to take salary in advance or loan from the Hotel.
7. The General Manager should approve any exception.
8. Any bank letters must be signed/approved by HR/FC and GM.

**MASTER**

**KEYS**

## POLICIES AND PROCEDURES

### MASTER KEYS

TYPE OF MASTER KEY	NO.OF KEYS	CARRIED BY
Emergency Master Key	0	Duty Manager
Grand Master Key	0	General Manager Duty Manager Security Manager
House Master Key	0	Housekeeper 4 Floor Supervisors
Sub Master Key		Room Attendants on duty, one floor each.
Technical Master Key	0	Chief Engineer Duty Engineer

#### **EMERGENCY MASTER KEY**

To be kept in the safety deposit box in a sealed envelope to be used by Duty Manager / Night Manager when required and to be registered in the logbook. It can open all rooms and offices.

#### **GRAND MASTER KEY**

The key for the use of Duty Manager must be kept along with the Emergency Master Key. It can open all rooms and offices except double locks.

### **HOUSE MASTER KEY**

It can open all guest rooms except for double locked rooms and the Floor Supervisor on duty must register 'in and out' in the logbook upon receipt of key. They are not allowed to open any rooms for anyone (guest, staff), only for authorized persons.

### **SUB MASTER KEY**

There is one key for each floor and keys should be carried by staff (room attendants) on duty and should register in logbook upon receipt of key (in and out). Staff carrying this key is not allowed to open any rooms for anyone (guest, staff), only for authorized persons.

### **TECHNICAL MASTER KEY**

It can open plant rooms. Duty Engineer must log 'in and out' in the logbook.

### **OTHER KEYS**

#### **1. *Outlet Keys***

To be kept in the Security back office. It should be given only to the In-Charge of the outlet and must log 'in and out' in the register. Security must ensure the return of key after closing time of outlets.

#### **2. *Dry Goods Store Keys and General Stores Keys***

They are kept in the security back office. The staff working in stores must log 'in and out' in the register on receipt of keys. After normal duty hours (08:00 a.m. to 05:00 p.m.), if the store needs to be opened in exceptional cases, staff who has requested for the need must fill the request form, to be authorized by Duty Manager / Night Manager and staff must log 'in and out' in the register. Duty Manager / Night Manager must accompany the

staff to the store to ensure that what will be taken from the store is exactly as mentioned in the request form. Security must be handed to the Store In-Charge on the following day.

**NOTE:** In case any master key is lost, it must be brought to the attention of Security Manager / Duty Manager for necessary action.

It is not allowed for anyone to make a copy of any master key without permission of Security Manager/ GM.

No locks for any office or rooms will be changed without authorization of Security Manager/ Duty Manager / General Manager.

**LOST  
AND  
FOUND**

## POLICIES AND PROCEDURES

### LOST AND FOUND

Housekeeping, in conjunction with the Security Department, is responsible for the storage, record keeping and returning of all items left behind by guests of the hotel.

Any member of the staff that finds something left behind by a guest, must hand it over immediately to the Housekeeping office, advising of area in which it was found, finders name as well as date / time item was found.

Front office should be informed.

In case the Housekeeping office is closed, staff should bleep the Housekeeping Supervisor in order to hand items over.

Housekeeping will record all relevant details in "lost and found" log books – these must include provision to record when / if items are returned to guests.

Housekeeping will store all items in an organized manner in the "lost and found" store.

Only authorized Housekeeping Supervisors are allowed access to Lost and Found Store – no other member of staff is allowed to enter. Store must be locked / padlocked at all times.

Any calls from guests regarding lost items should be put through to either the Housekeeping office or Housekeeping Supervisor on duty.

Housekeeping Supervisor must check the records to advice guests if we have the item. If so, the Supervisor must determine if the guest will come to collect, or if the item should be sent on.

The person dealing with the guest must obtain all the necessary details (name, address, phone number, etc.) in order for the item to be dispatched efficiently and speedily.

Small items can be sent on to guest via regular mail free of charge. Any large items, urgent pieces requiring courier services will require cost to be borne by guests.

***NON-VALUABLES*** (clothing, footwear, toiletries, etc.)

Kept for SIX months. After this time, Housekeeping will organize their handing over to finder.

***VALUABLES*** (cash, gold, cameras, etc.)

These must be recorded in main "lost and found" logbook by Housekeeping Supervisor, but then handed over to the Security Department for storage in the Security Manager's safe. These items will be retained for six months. After this time, if still unclaimed, the Security Manager will submit a detailed list to the General Manager, in order to gain approval for disposal.

***PERISHABLES / FOODSTUFFS***

Kept in the Housekeeping office for minimum two days and then returned to finder.

***Beverages***

Kept in the Housekeeping office for minimum of one week after this, brand items stocked by hotel will be handed over to the Accounts Department. Non-hotel items or items clearly purchased from outside the hotel will then be returned to finder.

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## POLICIES AND PROCEDURES

### PROCEDURES IN OPENING THE STORE (AFTER DUTY HOURS)

- γ The concerned department who is in need of the Store items should prepare a requisition, with all necessary information like Date, Department, Quantity required and the Item description clearly mentioned on the requisition. In case of Beverage items. Bar stock, Quantity on Hand should be written as well.
- γ Once the requisition is signed by the Department Manager on duty the same should be brought to the notice of Duty Manager and after reviewing it, the Duty Manager should inform the security.
- γ In order to open the store, the Duty Manager should sign the key control logbook in the security office.
- γ Security on duty, will open the store, along with the Duty Manager (***PRESENCE OF DUTY MANAGER IS A MUST***), and issue the right item with correct quantity and ask the staff to sign the requisitions for acceptance of the items.
- γ After the items area issued, the keys have to be sealed / packed in an envelope and deposited at the Security in the presence of the Duty Manager. The requisitions should also be handed over to the Security.
- γ Next day, the security will hand over the store requisition to the storekeeper who should in turn check those items issued on the requisition and confirm the stock balance.

Any discrepancies to be entered into store log book.

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FINANCIAL CONTROLLER

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GENERAL MANAGER