

2021 Questions for Hotel Companies
Migrant Worker Rights

Please complete the questions on your company's operations in Qatar. *For all answers please ensure you provide as much evidence as possible and links to all policies referenced if publicly available.*

Scope of operations

1. Please describe the scope and structure of your company's operations in Qatar in the table below, including the business model each hotel operates under (owned and managed; leased; managed properties; franchised properties; joint ventures; other).

[Clarification: THE STAFF WORKING WITH GOLDEN TULIP IS UNDER GOLDEN TULIP SPONSORSHIP, AL NAMAA IS THE OWNING COMPANY.]

No.	Name of hotel	Business model	Property owner
	Golden Tulip Doha Hotel	Hospitality	Al Namaa Real Estate Company
2			
3			
4			
5			

Workforce data

2. Please complete the table below with workforce data.

Employment type	Total number of people	Male	Female	Main nationalities / countries of origin
Directly employed	90	72	18	SRI LANKA, NEPAL, PHILIPPINES, INDIA, PAKISTAN, MORROCO, LEBANESE, TUNISIA, KENYA, BANGLADESH, BOSNIA, EGYPT
Employed by property owner				
Employed by subcontractors (e.g. service providers or labour suppliers)	9	9		SRI LANKA, NEPAL
Employed by subcontractors of the property owner (e.g. service providers or labour suppliers)				

If the exact breakdown is not available, please provide % estimate of workers employed directly and those subcontracted.

3. Please complete the table below with labour supply data.

No.	Labour supply company	Nature of work eg. Cleaning, housekeeping, security	Total number of people
1	Liviz	Housekeeping	3
2	Al Fursan	Security	3
3	Team Homes	F & B Service	3
4			
5			

If the exact breakdown is not available, please provide % estimate of workers provided by each company.

Human rights and due diligence

- Does your company have a publicly available policy commitment to respect human rights in its operations and throughout its business relationships which specifically addresses workers' rights and references relevant human rights standards (e.g. UN Guiding Principles on Business and Human Rights, Universal Declaration of Human Rights, ILO core labour conventions)¹. Yes/No. If yes provide link. **YES, ATTACHED IS THE LABOUR LAW** (https://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---ilo_aids/documents/legaldocument/wcms_125871.pdf)
- Does your company have a human rights due diligence process for identifying and prioritising workforce risks in its operations and throughout its business relationships specifically in Qatar? Yes/No. If yes, please explain this process and highlight the top three workforce risks you identified.- **YES, WE PROVIDE WORKMAN COMPENSATION AND MEDICAL INSURANCE (ESP. FOR THE FOLLOWING DEPARTMENT F & B MAIN KITCHEN, SECURITY, ENGINEERING)**

Business relationships and human rights:

- When selecting business partners, does your company consider how potential partners treat migrant worker rights? Yes/No. If yes, please detail your vetting process for selecting subcontractors and hotel owners. Is consideration given to recruitment fees, wages, general working and living conditions, and health and safety? **YES, WE COMPLY WITH HYGIENE AND HEALTH STANDARD BASED STANDARD PROCEDURE AND LABOUR LAW. (ATTACHED)**

Are these considerations weighted against cost? What percentage of business relationships are rejected due to risks?

- Does your company require hotel property owners and subcontractors in Qatar to comply with your human rights and other rights-related policies and procedures (eg. through contract clauses, brand standards)? Yes/No. If yes, please provide link to this policy or

¹ According to the [UN Guiding Principles on Business and Human Rights](#), the term "business relationships" encompasses business partners, entities in the company's value chain, and any other State or non-State entity directly linked to its business operations, products, or services. This includes entities in its supply chain beyond the first tier, and indirect as well as direct business relationships. The business partners we are primarily interested in for the purposes of this survey are hotel property owners, management companies, labour suppliers, and service providers.

other evidence for both property owners and subcontractors. How do you ensure they understand the requirements (e.g. through trainings and workshops) and what mechanisms do you employ to monitor compliance and hold them accountable? **YES, THROUGH GENUIS PORTAL PROVIDED BY LOUVRE HOTEL. IT'S A PORTAL WERE ALL CONCERNED LOUVRE STAFF HAS ACCESS, ITS MOSTLY FOR TRAINING. ATTACHED IS HOW IT LOOKS LIKE.**

Recruitment

8. Does your company have a publicly-available policy which requires that no worker in its operations or supply chains should pay for a job, and that the costs of recruitment (i.e., recruitment fees) should be borne by the employer ("Employer Pays Principle")? Yes/No. If yes, please provide link to the policy. **NO, BUT LABOUR LAW HAS A TOOL WITH REGARDS TO RECRUITMENT.**
[Promoting fair recruitment and employment: A guidance tool for hotels in Qatar.](#)
9. Please describe the due diligence process you undertake to ensure that your recruitment standards are applied. In your answer please address specifically:
- The candidate must be kept informed with regard to the decision made by the Managing Director regardless of the refusal or approval of his/her application
 - The receipt of each application should be confirmed to the candidate by email
 - When a phone or face-to-face interview has already taken place, a feedback must be given to the applicant either by phone, by email or by post .
 - The information given during the feedback must be done in accordance with the Local Law and the chain recruitment policy.
 - In case of refusal, the objective during the feedback is that the candidate understands the reasons for this refusal. It should be based on objective points and delivered with kindness.
 - a) Whether you carry out due diligence on recruitment agents in sending countries? Yes/No. If yes, provide details. **NO**
 - b) Whether you conduct interviews with workers prior to employment to establish if fees have been paid? Yes/No. If yes, please provide details including percentage of workers you interview. **NO**
 - c) If you have a process for preventing contract substitution? Yes/No. If yes, please describe. **NO**
 - d) Do you monitor the compliance of business partners? Yes/No. If yes, please describe your monitoring process. **NO**
10. How many instances of recruitment fees paid by workers has your due diligence processes uncovered in 2019 and 2020, and how much (if any) was paid back to workers during this period. What percentage of your workforce were found to have paid fees? **NONE.**

Payment & wages

11. What is your company's process for determining workers' wages in Qatar, and what benchmarks does it use to set wage levels (e.g. do you have a non-discrimination and/or living wage policy; if so please provide)? Please explain how these policies apply to subcontracted workers including how you monitor this and whether you collect data on wages paid by subcontractors. **MINIMUM WAGES FROM QATAR LAW NO 17 IS ATTACHED.**
12. How does your company ensure that workers are paid on time and in full, including for overtime and without illegal deductions? **THROUGH WAGE PROTECTION SYSTEM MONITORED BY LABOUR DEPT. WE PAY SUPPLIERS ON TIME AT THE END OF EACH MONTH. WHETHER THEY PAY THEIR EMPLOYEES OR NOT DOES NOT CONCERN US.OUR OWN EMPLOYEES ARE PAID ON TIME AT THE END OF EACH MONTH.**
How does this apply to subcontracted workforces? **WE CHECKED DIRECTLY FROM SUBCONTRACTORS**

What steps does the company take when your labour suppliers or subcontractors fail to pay workers on time and in full (please illustrate this with specific examples)? **NONE.**

Redundancy of workers due to COVID-19

13. If your company, your subcontractors, or other business partners terminated contracts of workers in your hotels during the COVID-19 pandemic, please state how many workers in total were terminated during 2020 and what percentage of the workforce this represents. Please provide figures for your own operations and that of your subcontractors and business partners, including hotel owners. **12%**
14. Please explain the process undertaken to decide which workers would be terminated and what, if any, non-financial assistance was provided to terminated workers (that was not part of their termination package e.g. plane tickets home) that went beyond that prescribed by the Qatari Government. What policies and processes (if any) did you implement to ensure that a fair process was conducted for workers employed by subcontractors, and how did you monitor this? **TERMINATION WERE BASED ON LABOUR LAW AND WE COMPLIED.**
15. If, and when, workers were terminated, what financial packages/compensation were given to them? What packages/compensation were provided to subcontracted workforces and how did you monitor this? **FOLLOWED BASED ON LABOUR LAW**

Document retention, job mobility & freedom of movement

16. How does your company ensure that workers have free and secure access to their passports and identity documents? How does this apply to subcontracted workforces? **QID AND PASSPORT ARE WITH THE STAFF.**
What steps does the company take when you discover that workers subcontracted at your hotels do not have sole, secure access to these personal items? **AS STATED, PERSONAL BELONGINGS (QID, PASSPORT) ARE WITH THE STAFF.**
17. How does your company ensure that workers are free to change jobs at will and without penalty? How does this apply to subcontracted workforces? **WE PROVIDE NO OBJECTION CERTIFICATE IF NEEDED.**

In your answer, please provide information on the following:

- Are there any restrictions based on type or length of contract? **IT SHOULD BE AT LEAST 1 YEAR AS PER LABOUR LAW.**
 - How many workers have made requests to change employer using the new Ministry of Labour sponsorship transfer process and how many of these transfer requests were granted? **6 (3 TRANSFERRED, 3 UNDER PROCESS)**
 - Do workers have to comply with any additional administrative requirements applied by the employer to change jobs? **YES**
18. Do you have a policy that specifies workers should not be subject to restrictions on movement, including curfews in provided accommodation? Yes/No. If yes, please provide the policy or other evidence. If there are curfews, are there any differences in treatment of men and women? Yes/No. Does your policy apply to subcontracted workers? **NO CURFEW, BUT WE HAVE STANDARD ACCOMMODATION RULES AND REGULATION (ATTACHED)**

Health & safety

19. Do you have specific policies and protocols to manage outdoor work (e.g. security, gardening, cleaning) and prevent the risk of heat stress beyond implementation of the national summer working hours ban? Yes/No. If yes, please provide the policy or other

evidence. Does this apply to subcontracted workers? Yes/No. If yes, please provide policy or other evidence. **DURING SUMMER TIME THE POOL ATTENDANT IS DOES BREAK SHIFTS FROM 12 NOON TIL 3 PM. IT IS OUTDOOR WORK**

20. Do you have policies and procedures in place to protect workers from becoming infected with the COVID-19 virus? Yes/No. If yes, please policy or other evidence. Does this apply to subcontracted workforces? Yes/ No. If yes, please provide the policy or other evidence. **YES, WE FOLLOW MOPH (MINISTRY OF PUBLIC HEALTH) STRICT POLICY AND PROTOCOL PROVIDED ON LE DESK.**

Living conditions

1. Please provide your company's standards for workers' living conditions (Please provide policy or other evidence). What steps does the company take to monitor the performance of subcontractors and labour suppliers to house workers against company and government standards? **WE DO WEEKLY INSPECTION FOR STAFF ACCOMODATION.**

What remedial action is taken if these standards are breached? **WE TAKE ACTION BASED ON STAFF FEEDBACK.**

2. Please describe any changes you made to workers' living conditions in response to the COVID-19 pandemic. Do these apply to subcontracted workers? **MAX WE PROVIDE 2 IN ONE ROOM, NO VISITORS ALLOWED AND FOLLOW MOPH (MINISTRY OF PUBLIC HEALTH) RULES AND REGULATIONS.**

Please detail how you monitored compliance with any new COVID-19 specific requirements specified by your policies or by the Qatari Government. **POSTERS AND REMINDERS ARE ATTACHED EACH MAIN DOOR OF THE FLAT AND WE ASSIGNED COORDINATOR EACH FLAT FOR ANY CONCERNS WITH REGARDS TO ACCOMMODATION.**

Prevention of discrimination, physical and sexual abuse, exploitation and harassment

2. Does your company have the following policies:
- On the prevention of bullying, discrimination and physical abuse of workers, by fellow workers and/or hotel clients in its operations and business relationships? Yes/No. If yes, please provide the policy or other evidence. **YES (ATTACHED IS THE SOP)**
 - On the prevention of sexual abuse, exploitation, and harassment by fellow workers and/or hotel clients in its operations and business relationships. If yes, please provide the policy or other evidence. **YES (ATTACHED IS THE SOP)**
 -
3. Please provide the following information on the systems in place for reporting, investigating and redressing cases of abuse:
- How are workers made aware of company policies and reporting protocols (e.g. Trainings and guidance manuals)? **BASED ON STANDARD PROCEDURE BELOW, WE DO INDUCTION AT THE TIME OF JOINING.**
 - **MEET THE COLLEAGUES**
 - **TOUR OF WORKPLACE**
 - **HEALTH AND SAFETY**
 - **GET ALL THE NECESSARY DOCUMENTS SORTED**
 - **GET TO GRIPS WITH COMPANY POLICIES**
 - **UNDERSTAND THEIR ROLE**
 - **ORGANISE FIRST APPRAISAL MEETING**
 - How are business partners are made aware of company policies and reporting protocols (e.g. Trainings and guidance manuals)? **YES**
 - Are both directly employed and subcontracted workforces able to anonymously report allegations of abuse? **YES**

- What steps do you take to protect direct workers and subcontracted workers from retaliation or intimidation for reporting abuses? **WE DO INVESTIGATION, AND DECIDE BASED ON THE RESULT.**
4. What support you provide workers who make a claim of sexual abuse, including by hotel clients? including to file a criminal complaint, seek medical care, and pursue redress against a perpetrator, such as a hotel client? Does any provision of support also apply to subcontracted workers? **WE SUPPORT THE EMPLOYEE IN THE CASE THAT HE WANTS TO PURSUE THIS WITH LOCAL AUTHORITIES THROUGH OUR LEGAL DEPARTMENT, OR TRY TO SETTLE IT AMICABLY WITH THE MANAGEMENT.**
 5. How many grievances were raised by workers in 2019 and 2020 in relation to: **NONE**
 - Bullying, discrimination, physical abuse in its own operations?
 - Bullying, discrimination, physical abuse in its subcontracted workforce?
 - Sexual abuse, exploitation, and harassment in its own operations?
 - Sexual abuse, exploitation, and harassment in its subcontracted workforce?

Representation & remedy

6. How many of your hotels in Qatar have worker committees or an equivalent mechanism for worker organising? How are worker representatives selected? Do the committees cover subcontracted workers? **WE HAVE A STAFF WELFARE COMITEE THAT REPRESENTS EACH NATIONALITY AND ARE SELCTED BY THEIR HEADS OF DEPARTMENTS.**
7. In line with the UN Guiding Principles on Business and Human Rights, does your company have an operational level grievance mechanism in place for direct and subcontracted workers to raise concerns, in their own language, and in a way that ensures grievances can be reported safely, without intimidation or retaliation? **YES**

How workers are made aware of this mechanism? How subcontracted workers are made aware of this mechanism? **THEY CAN APPROACH THEIR RESPECTIVE HOD AND HR DEPT.**

8. How many grievances were raised by workers in 2019 and 2020 in relation to:
 - Recruitment costs? **NONE.**
 - Wages? **NONE.**
 - General working or living conditions? **NONE.**
 - Health and safety? **NONE**
 - How many of these grievances were raised by subcontracted workers? **NONE.**

Other information

9. Is there anything else that you would like to tell us about how your company takes a responsible approach to managing its operations in the Gulf region, including any challenges it faces in doing so?

QATAR GENERAL

INSURANCE & REINSURANCE CO. Q.P.S.C.
Licensed by the Qatar Central Bank
C.R.: 7200. Paid-up Capital : QAR 875,067,030



الشركة القطرية العامة

للتأمين وإعادة التأمين ش.م.ع.ق.
مرخصة من قبل مصرف قطر المركزي
س.ت. : ٧٢٠٠. رأس المال المدفوع : ٨٧٥.٠٦٧.٠٣٠ ريال قطري

THE SCHEDULE

Insured: AL NAMAA Real Estate Development Company, P.O.Box.490, Doha, Qatar as Proprietor and/or Golden Tulip Doha, P.O.Box.47066, Doha, Qatar

Policy Number: 1/F07/2020/00822

Business: Principally Owners and Operators of the above Hotel & Residence and other Activity incidental thereto.

Period of Insurance: From: 23.10.2020 To: 22.10.2021 (Both days inclusive)

Coverage: Section 1: Property All Risk with Business Interruption Including Mechanical Break-down and Business Interruption
Section 2: Public Liability Insurance
Section 3: Workmen's Compensation
Section 4: Fidelity Guarantee Insurance
Section 5: Money Insurance

Section 1: Property All Risk with Business Interruption Including Mechanical Break-down Insurance

Interest /

Sum Insured:

All Real and Personal properties of every description, owned in whole Or in part by AL NAMAA Real Estate Development Company, P.O.Box.490, Doha, Qatar as Proprietor and/or Golden Tulip Doha, P.O.Box.47066, Doha, Qatar as Operator and/or their subsidiaries and/or their affiliates whether wholly owned or partially with controlling majority and/or for which they have assumed or may assume liability each of their respective rights and interests.

Properties consisting of but not limited to:

Permanent and temporary structures including buildings, furniture, fixtures, fittings, decorations, tenants improvements, kitchen equipment, utensils, electronic equipment, surveillance and monitoring systems, lifts, generators, boilers, Signboards and Signage, computers, signs, fixed glass, electrical installation, Fire Fighting Equipment, air conditioning systems, telephones, outbuilding, various articles of food and beverage, stationery, bed linen, drapes, towels and the like and any other material/Items mis-described of any property hereby to be insured whilst contained within the premises of Golden Tulip Doha, P.O.Box.47066, Al Meena Street, Doha, Qatar, land deed number 99706.

	<u>Property Insured:</u>	<u>Sum Insured (QAR)</u>
1.	On Building (The details of Building to be provided by the Insured)	178,400,642.58
2.	On fixtures, fittings, improvements, all fixed glass and all neon signs and similar Plant and Machinery including office equipment, general contents,	

1 | Golden Tulip



4

- Control of well
- Pure Financial Losses
- Loading and unloading
- Asbestosis & Silicosis
- No storage risks
- WC / EL
- Work away risk
- Fines, Penalties and/or Exemplary Damages, Delay and
- Liquidated Damages of any nature
- Loss/Damage and/or Liability during transit
- Seepage, Pollution and Contamination Liability
- Offshore Work
- Consequential Loss of any nature

Trigger	:	Occurrence
Territorial Limit	:	Onshore, State of Qatar
Law & Jurisdiction	:	State of Qatar
Deductibles	:	QAR 5,000.00 for each and every loss (for property Damage only) For Guest Effects – USD 50.00 for each and every loss

SECTION 3: WORKMEN'S COMPENSATION INSURANCE

Business	:	Hoteliers
Cover	:	To indemnify the Insured for Compensation payments to their insured employees for death &/or bodily injuries following work accidents including local transportation risks to and from work sites being carried in your own vehicles or hired vehicles, as per standard policy wording. The Compensation Benefits as per Qatari Labour Law
Interest	:	107 Employees engaged by the Insured whilst working for the Insured's Business As per list submitted and attached
Est. Annual Wages/ Salaries	:	QAR 5,872,500.00
Premium	:	QAR 11,745
Territorial Limits	:	Onshore, State of Qatar
Law & Jurisdiction	:	State of Qatar
Extensions	:	As per Standard WC Insurance Policy Wordings and Conditions attached including the following:



7

- Employer's Liability – Limit: QAR 1,000,000 any one occurrence and in the aggregate including costs and expenses, as per the Employer's Liability Clause and subject to Qatari Jurisdiction
- Medical Expenses up to QAR 5,000 per person per accident for work-related accidents
- Repatriation of mortal remains of a deceased employee or a seriously injured employee to his/her home country on medical advice up to QAR 5,000 per person per occurrence, including accompanying person
- Cover for Sunstroke/Heatstroke, Hernia, Muscle Strain and Industrial Disease as per Qatar Labour Law.
- 24 Hour Non-Occupational Accidents limited to Death, Permanent Total Disability and Permanent Partial Temporary Disability arising out of accidents only.
- The maximum compensation payable in respect of Death, Permanent Total Disability and Permanent Partial Temporary Disability in any shall not exceed QAR 200,000 per person.
- 30 days Notice of Cancellation Clause on either side at pro-rata premium.
- The Insured to submit every month statements of wages/salaries paid to their employees covered under this insurance.
- Automatic Addition/Deletion of Employees subject to declaration at additional/refund premium
- Sanctions, Limitation and Exclusion Clause

Exclusions

As per the policy conditions and subject to the following

- Any losses prior to the binding date
- War, Sabotage and Terrorism
- Asbestos and Silicosis
- HIV / AIDS
- Avian Flu
- Dangerous Sports and Self inflicted injuries
- Pre-existing Sickness and/or Congenital Infirmities
- Political Risks
- Oil & Gas Exposure Liability
- Excluding Offshore Risks
- Natural Death
- Aviation Liability
- Airside Liability
- Legionella Exclusion Clause
- Non-Occupational Diseases
- Communicable Disease Endorsement Clause LMA5396

SECTION 4: FIDELITY GUARANTEE INSURANCE

The Premises : Insured's Premises situate at Golden Tulip, Al Meena Street
Doha, Qatar.

9 | Golden Tulip



QATAR GENERAL INSURANCE & REINSURANCE CO. Q.P.S.C.



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ACCOMMODATION RULES AND REGULATIONS

This document sets out the rules and regulations that all staff staying in accommodation must abide by under mentioned Rules.

1) Equipment in the Residence

a) Do not decorate or make any alternations in or additions to the accommodation and do not cut, maim, puncture or injure any of the walls, partitions or timbers of the accommodation. b) Do not permit any waste, spoil or destruction to the accommodation. c) Do not do, or allow to be done anything upon the accommodation which shall cause damage to, or deterioration of the internal or external surfaces or the coverings or decoration of, or to the surfaces. d) Do not affix any items to the doors, walls windows or any of the fixtures and fittings on the premises either internally or externally using glue, nails, sticky tape, blue-tac or similar adhesive fixings. e) Do not remove any of the fixtures and fittings from the accommodation. f) The kitchen of each residence is equipped with a fridge, electric kettle, crockery, cutlery, pans and storage cupboards. Furniture's TV and Receiver box.

2) Electrical Installations

a) Please take care not to cause an overload of the electrical circuits by the inappropriate use of multi socket electrical adaptors or extension cables when connecting appliances to the mains electrical system. b) Do not place or exhibit any aerial, satellite dish, notice advertisement, sign or board on the exterior or interior of the property and do not install cable telephone and/or cable television. If you wish to install any of the above you must contact the accommodation office who will seek consent from the landlord.

3) Keys & Locks

a) Staff is to ensure that doors and windows are kept locked while they are not on the premises. b) Do not install or change any locks in the accommodation (except in an emergency in which case a key must be given to accommodation services) without written consent from the accommodation office.

4) Rubbish & Refuse

a) To remove all rubbish from the accommodation and to place it in the dustbin or receptacles provided.

5) Hazardous & dangerous substances

a) Not to keep or use any paraffin heater, liquefied petroleum gas heater or portable gas heater in the accommodation. Not to store or bring into the accommodation any articles of a combustible, inflammable or dangerous nature. This does not include the use of matches and lighters. b) Not to burn or use any candles within the accommodation as they represent a fire hazard.

6) Smoking/Alcohol

a) All staff has a strict NO SMOKING/ NO ALCOHOL policy. Any person found smoking within the Accommodation will be given a warning. After this staff faces eviction from the property.

7) Animals and Pets

a) Domestic animals are forbidden within the accommodation.

8) Cars & Bikes

a) Do not keep cars, motorcycles, vans or other commercial vehicles anywhere other than the parking areas near to or part of the accommodation. Bikes must not be stored inside flat.

9) Illegal, Immoral Usage

a) Not to use or knowingly allow the accommodation to be used for illegal or immoral purposes. b) Not to use, possess, or consume any kind of drugs or any other controlled substances which may at any time be prohibited.

10) Nuisance and Noise

a) Between the hours of 11pm and 7am please avoid
i) holding any social gatherings, ii) singing or allow singing, iii) using or allow the use of loud mechanical appliances, iv) playing or allow playing of any musical instrument or sound reproduction equipment such as a television, radio, stereo system or computer system. b) When approaching the accommodation, especially at night, staff must consider the general public. theft or vandalism are serious offences, punishable by exclusion.

11) Staff's Responsibility for Cleaning

a) Staff are responsible for keeping their rooms and the house to an acceptable standard of cleanliness. b) HR will visit each house or flat on a regular basis to check on the condition of the communal areas. Where standards are falling below the accepted level staff will be asked to do the required work and this will be checked the following day

12) Outside Areas

a) Staff must not leave rubbish or any items considered unsightly outside their residence and the area must be kept tidy. Rubbish must be deposited in bags in the designated areas. It must not be left outside the bins but placed inside them. Rubbish left outside bins is unhealthy and attracts vermin.

13) Visitors & Overnight Guests

a) Resident staff are reminded that they are responsible for the actions of any visitors. b) Staff may have an occasional overnight guest to stay subject to the prior permission from management c) It is recommend that guests under the age of 18 should not stay overnight due to potential health and safety risks.

14) Liability for Personal Belongings and Residence Equipment

15) Staff must report any damages, breakages, etc, to the HR office immediately

16) RESPECT AND CONSIDERATION FOR OTHERS

a) Learning to live together and being considerate to others is part of the "staff experience" and a good deal of tolerance and understanding is often required to achieve a harmonious atmosphere. Compromises may have to be made by all, as each individual learns to cope with various life-styles of housemates. b) Staff who find that they cannot resolve "in-house" problems are encouraged to seek guidance or advice from HR Department. It is advisable to seek guidance before minor irritations become major issues. Residents who persistently cause nuisance to other residents or neighbors will be subject to disciplinary action. This may result in exclusion from the staff residences.

The company reserves the right to take disciplinary action against any associate failing to observe the above rules and regulations. As the accommodation is part of your contract of employment, any action taken will be done in conjunction with your Department Head and may affect the contract of employment. The rules and regulation are formed not to be restrictive, but to ensure that the health and safety and well being of each individual are protected.

I acknowledge the above mentioned rules and I understand that it is my responsibility to comply with the policies.

Flat No: _____ Staff Name: _____ Signature _____



CERTIFICATE OF REGISTRATION

HACCP - The Food Safety Management Systems of

GOLDEN TULIP DOHA

P. O. Box: 47066, Old Salata, Al Meena Street, Doha, Qatar

has been audited and found to conform to
**Codex Alimentarius Commission CAC/RCP 1-1969 Rev. 4 (2003) -
General Principles of Food Hygiene and Its Annex
Hazard Analysis and Critical Control Point (HACCP)
System and Guidelines for its Application**

for the following activities

Provision for Restaurant, Food and Beverages of Hotel Operations

Date of Issue: 09 July 2018

Date of Expiry: 08 July 2021

Initial Certification: 09 July 2018

Certificate No. N769443

The validity of this certificate can be verified from the following website

www.gicg.co.uk

A handwritten signature in black ink, appearing to be 'G. P. ...', is written over a horizontal line.

Guardian Independent Certification Ltd

Registered in England

Sovereign House 212-224 Shaftesbury Avenue London England WC2H 8HQ



No sexual harassment

Goals

Sexual harassment is when an employee makes continued, unwelcome sexual advances, requests for sexual favours and other verbal or physical conduct of sexual nature to another employee against his/her wishes

Standards

- ▶ Every company member is responsible for keeping his/her own behaviour free from sexual harassment. When possible, any member who experiences sexual harassment has the responsibility to bring behaviour of a sexual harassing nature to the attention of the offender
- ▶ Seniority or status in the company does not affect the decision as to the appropriate sanctions to be taken

Process

When an employee complains to a supervisor or another employee or the Human Resources Department about sexual harassment, an investigation of the charge has to take place.

Where a charge of sexual harassment is substantiated, the company acts fairly in imposing an appropriate sanction according to the applicable local rules.

Contact

Anissa MAUBOURGUET
aladaycia@louvre-hotels.com

Pays
Tous