Chapter 1: Room to have a great Start

WELCOME

IHG HISTORY & HOTEL BRANDS WORLDWIDE

OUR WINNING WAYS

IHG COMMITMENT
WELCOME TO INTERCONTINENTAL HOTELS GROUP

Congratulations and welcome to IHG! On behalf of the executive management team, I extend our best wishes to you in your new role.
You have joined the world’s largest and most global hotel company.
As one team, we are striving toward our vision to become the world’s leading hospitality brand owner. With a portfolio of well recognized and respected hotel brands including InterContinental Hotels, Holiday Inn Hotels and Staybridge Suites, we are already well on our way.

Moving forward, our goals are to strengthen our core business, grow managed and franchised business and develop our people and organisation. Together we can accomplish our vision and our goals.

This handbook is designed to assist all of us to work well together and answer questions about the company and the workplace. Should you have any questions or suggestions which you wish to make known, please speak with your Manager or the HR department.

We are pleased to have you on our team and wish you a long and satisfying career at IHG.

Regards,
Our nine hotel brands include some of the best-known and most popular in the world. We've built up a portfolio that covers everything from luxurious upscale hotels in the world's major cities and resorts to reliable family-oriented hotels that offer great service and value.

This diverse portfolio means that we have the flexibility to respond to most types of hotel development opportunity. What's more, our hotel owners can choose the hotel brand that will work for them and maximise the potential of a particular site. And whether our guests are travelling for business or leisure, for a honeymoon or a family holiday, we'll have a hotel that's right for them.

Our Brands are InterContinental Hotels & Resorts, HUALUXE Hotels & Resorts, Crowne Plaza Hotels & Resorts, hotel INDIGO, EVEN HOTELS, Holiday Inn, Holiday Inn Express, Staybridge Suites and CANDLEWOOD Suites.
InterContinental Hotels and Resorts “At your side”

A prestigious and truly global brand located in major cities and resorts offering high levels of comfort and excellent service.

InterContinental Hotels and Resorts was the first truly international hotel brand in the world, and quickly became the symbol of glamour, sophistication and success. The brand is committed to providing its guests with memorable and unique experiences that enrich their lives and broaden their outlook. InterContinental Hotels and Resorts offers services and amenities specifically designed for the international business traveller, while maintaining the delicate balance of luxury expectations with authentic local experiences that enhance the leisure stay as well. Located in more than 60 countries, InterContinental Hotels and Resorts continue to expand around the globe.
Holiday Inn Hotels and Resorts “Stay Real”

One of the world’s most recognized hotel brands with a global reputation for service, comfort and value. Holiday Inn Hotels and Resorts offers today’s business and leisure travelers’ dependability, friendly service with modern attractive facilities at excellent value. You’ll find them throughout the world – in small towns and major cities, along quiet roadways and near bustling airports – because full-service Holiday Inn hotels are always conveniently located. Since 1952, Holiday Inn Hotels and Resorts have provided the services business travelers need, while also offering leisure travelers a comfortable, casual atmosphere where they can relax and enjoy the amenities like restaurants, room service, swimming pools, fitness centers and comfortable lounges.

Holiday Inn Hotels & Resorts offers a friendly, welcoming place where business and leisure travelers can be themselves. This is clearly encapsulated in our brand proposition of “Stay Real”. Known for its “Stay Real” service attitude, Holiday Inn has become the brand to which guests enjoy returning time and time again.
Staybridge Suites® – “Staybridge Spirit - Like Family”

Staybridge Suites is an innovative all-suite hotel meeting the needs of extended-stay guests. It’s ideal for travelers seeking a residential-style hotel that’s perfect for business, relocation and vacations.

Whether it’s a studio, one-bedroom or two-bedroom/two-bath suite, guests will find everything they need to make it their place. Each suite comes with a fully-equipped kitchen and separate living and work areas.

Guests also enjoy free high-speed Internet access, a complimentary breakfast buffet, Sundowner evening receptions and 24-hour business services.

www.staybridge.com
InterContinental Hotels Group and the environment

InterContinental Hotels Group serves the needs of guests and employees throughout the world and has a moral and ethical responsibility to contribute to the protection of our environment.

Among the leading hotel companies, we aim to set new standards in this field by implementing practical, realistic and corporate levels.

We do our best...

• To conserve natural resources and energy within our hotels, without sacrificing safety standards or jeopardizing guest satisfaction.
• To select only products and materials that are friendly environmentally, wherever possible.
• To minimize and efficiently manage our waste production, ensuring the least possible negative impact on the environment.
• Acknowledge regional differences in environmental needs and practices by establishing local programs, designed to improve the performance of each individual hotel.
• Identify ways to participate in local community action on the environment around the world.
• Develop awareness of environmental issues, internally and externally, through a variety of educational training initiatives.

Our performance in all these areas will be monitored carefully and the company’s growing environmental knowledge is used to expand and enhance the existing program.
Great Hotels Guests Love

Great Hotels Guests Love is our core purpose
Great Hotels Guests Love is what IHG is all about. We want our guests to love our hotels. And we want them to make our hotels their first choice. Guests that love our hotels will come back, and that’s good news for us and our owners. Love’s a difficult thing to pin down but we’ve tried to do just that. We’ve come up with five success factors that, over time, will make all the difference in how our guests feel about our hotels and our brands.

Our People
On the journey to Great Hotels Guests Love, it is important our people enjoy their time at work. If our people are happy in their jobs we’ll have happy guests. Our people are at the core of Great Hotels Guests Love, because they make each hotel what it is.

Guest Experience
For guests to love our hotels they have to have a great experience every time they stay with us. So we’re raising our brand standards to make sure we have the facilities, the service and the surroundings our guests are looking for.

Responsible Business
The safety and security of our guests is our number one priority and we’ll always manage our business with that in mind. Today our guests want to know we are also playing our part on other issues that concern them—such as the environment and supporting the communities in which we operate. Being known as a responsible business and helping find solutions to the issues and challenges that face the world will help us build our relationship with guests.

Financial Returns
Being efficient and hitting our financial targets is also very important. We need to be smart about how we manage costs and make sure we’re investing in those things we know really make a difference to our guests. Things like developing our brands, improving hotel quality and training.
Winning Ways
Winning Ways acts as a guide for our actions and behavior. They were developed by our people for our people and they’re the glue that binds us together. They’re unique to IHG and they set us apart from the competition.

The Great Hotels Guests Love wheels
We’ve developed the ‘steering wheels’ (below) as a tool to help our hotels measure and align their efforts in building Great Hotels Guests Love. There are versions for each of the brands and they were rolled out to our owned and managed hotels during the first quarter of 2009. We’ll look at introducing the min to our franchise hotels and corporate offices later.
InterContinental Hotels Group is on a journey to become one of the very best companies in the world. This means doing the things the best companies in the world do. One of those things is the way our people act and behave with our guests and each other.

To be consistent across a business of this size it’s important that everyone understands who we are, and what we stand for. We need to believe in certain things and behave in certain ways to succeed and we all have a part to play.

Winning Ways came from our people. We talked to hundreds of colleagues from all over the world and asked them about their experience of working for IHG. We asked them how they behaved day to day and what makes us a different place to work.

Winning Ways are a framework to help shape the way we work and they are:

- Do the right thing
- Show we care
- Aim higher
- Celebrate difference
- Work better Together
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 judgment.
- 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.
InterContinental Brand Service Behaviors

- Be knowledgeable
- Share your story
- Show your style

- Be approachable
- Have confidence
- Show respect

MAKE IT MEMORABLE

AT YOUR SIDE

STAY IN THE MOMENT

- Understand guests needs
- Be attentive
- Take ownership

All of you at IHG
Holiday Inn Brand Service Behaviors

STAY REAL

Be You
- Natural
- Professional
- Personable

Get Ready
- Be knowledgeable
- Be prepared
- Notice

Show You Care
- Welcome
- Connect
- Be thoughtful

Take Action
- Show initiative
- Own it
- Go the extra mile
Staybridge Suites Brand Service Behaviors

Our service behaviors help people feel like family

Be Down to Earth
- Straightforward: be clear, honest, and make things easy for others to understand and achieve.
- Natural: be spontaneous, genuine and sincere in what you say and do.

Be Thoughtful
- Perceptive: ask the right questions and make observations to anticipate the needs of others.
- Caring: show genuine interest and empathy in the well-being and happiness of others.
- Accommodating: be helpful, share what you offer and make guests feel truly at home.

Be Sociable
- Upbeat: be enthusiastic and positive in your words, tone and body language.
- Involved: join in, engage with others and involve those around you.
- Friendly: be good-humored, out-going and easy to talk to.

Be Reliable
- Professional: know your role and responsibilities and always do them well.
- Team Player: support the team and play your part in getting things done.
- Resourceful: look for different ways to get results and persevere in seeking answers and solutions.

IHG
International Hotel Group
All of you at IHG
All of you@ihg
At IHG we value the individual passions and talents of our people. We create an environment where you can grow and develop and make a difference. We give you "All of you@ihg".

Room to Have a Great Start
You will be treated with respect and we will make sure you have everything you need to have a great start.

Room to be Involved
You will have the opportunity to work with great teams, know what is going on and make a real difference in your place of work.

Room to Grow
You will be supported and given opportunities to develop yourself and pursue a rewarding career.

Room for You
You will be rewarded and recognized for your contributions and we will value the significance of your life beyond work.
Chapter 2: Room To Be Involved

How you can shape your workplace
* Employee Survey (ES)

Connecting you to the World of IHG
* Merlin

Heart Beat

Total Quality Management
ES Survey

Help us to see the world through your eyes...
The IHG Employee Survey (ES) is a dynamic, online employee opinion survey conducted twice a year, which measures and reports on the depth of employee engagement throughout the company’s hotels and corporate offices.

Employee engagement is recognized as an important factor in driving business performance by the world’s leading companies, and as such, IHG is committed to delivering its own employee survey.

At IHG we define engagement as “The extent to which employees commit to the organization, how much effort they put in as a result of this and how long they intend to stay.”

The survey is completely confidential and managed by TNS, a world-class industry leader in collecting and analyzing market information and research. IHG has no access to any of the personal response data and equally no employee names are attached to the survey data. Responses are aggregated, with care taken to ensure that these aggregated groups are of a size to ensure that it will not be possible for individual responses to be identified.

Framework of the Employee Survey
ES Survey

Framework of the Employee Survey

- How does working for a hotel company that wants to be the best in the world feel?
  - The Employee Survey asks employees to share their feelings using 2 different
- Engagement for IHG is a combination of
  - commitment and motivation levels
  - how the Winning Ways are lived
  - how we deliver our people promises
- Managers will know exactly what is important to people and can prioritize the focus areas
- The pulse survey is much shorter and will measure
  - Changes to engagement levels
  - How improvements have been received
- All employees will be invited to participate in the survey at the same time
  - Each corporate department has a conclusive score of their employees’ feelings
  - This allows departments to have sub-departmental breakdowns (<10+
  - Feedback suggests employees feel more valued if they know everyone is
- Reports will be issued with data in percentages and with departmental breakdowns
  - Indexing system unnecessarily complicated and difficult to communicate
- The engagement questionnaire has been designed against the following framework
  - Questions are allocated to each section
  - Questions were validated in December
# How You Can Shape Your Workplace

## ES Survey

### Survey Questionnaire

<table>
<thead>
<tr>
<th>Survey link to strategy</th>
<th>Related Questions</th>
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<tr>
<td><strong>Engaging people</strong></td>
<td>• Pride, advocacy, intention to stay, happiness, discretionary effort</td>
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<tr>
<td>1a. Engagement</td>
<td>• questions covering 5 values</td>
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<tr>
<td>1b. Winning Ways</td>
<td>• questions covering 4 Rooms</td>
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<td>1c. Our commitment</td>
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<td><strong>Building superior capability</strong></td>
<td>• Leadership questions</td>
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<td>2. Build capability</td>
<td>• Management questions</td>
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<td></td>
<td>• Satisfaction</td>
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<td><strong>Supporting brands</strong></td>
<td>• Team questions</td>
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<td>3. Enable brand delivery</td>
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### Reports

**Hotel Reports**
- With question & departmental breakdown
- Bilingual Employee Communication poster
The new world setup allows employees to access the same content from around the world. This new setup allows for greater collaboration through the organisation. A single entry point to up to date, current IHG information.
Guest survey results can viewed in several ways.

Hotel Dashboard Report – This report shows trends over time for key guest love metrics. Trends for individual hotel results can be compared to benchmarks for the entire brand family in both the region and the sub-region.

Monthly Scorecard Report – This report shows an individual hotel’s guest survey results for the current month, 3 months rolling, 12 months rolling, and year-to-date. Survey results can be compared to benchmarks for the entire brand family in both the region and the sub-region.

Results for all survey items are provided in this report.

Guest Feedback Summary Report – This report shows guest-by-guest survey results in summary. Here, groups of survey items can queried and results are summarized for each group.

Guests are listed by Guest ID number, and each can be selected to view an individual guest survey. Individual guest responses to all survey items are provided in Individual Guest Survey Reports; however, guests’ identities are not provided at this time. If a guest has provided comments about the stay, these are also included on this report.
The definition of TQM is “The Practice of Business Excellence focused on process improvement (process renovation). The idea of “renovating processes” is really the "software” equivalent or the "service” equivalent to a lobby/rooms renovation. “Changing” is actually the big word here. In TQ, it’s changing not for the sake of just change, but change for the better.

The usual approach to problem solving is usually to reach into the old bag of tricks, without diagnosing further on what are the root causes of the problem. But rather, draw out what we have normally done in the past.

Firstly, we should know well what processes that exists and what do they produce or what are their outcomes. - I.e. Room attendants’ produce clean rooms, Cooks produce menu items, etc.
• Following to that, then define what are the key processes that produce your desired outcomes and identify ways on how we can measure those processes.
• Once you have done that, do not stop. Continue to identify processes that need to be improved.
• Once we have found methods that have proven it to be the right method, use them.

TQM Processes to identify root cause + change/improve

Like a plant/tree, the pretty flowers or the bright green leaves are what we see. The roots are the cause of why or how the plants/trees grow. The flowers or leaves are then effects of how good the roots are. The TQM Process is achieved through the Nine Step Method.
Chapter 3: Room To Grow

How do you know how you’re doing?
- Performance management

What does your success look like?
- Leadership Competencies

Developing your current and future roles
- T&D Programs
- I Toolkits
Performance Management.

The Company’s Performance Management Program is the tool used to evaluate an employee’s Job performance. The Performance Management Program comprises of four primary components:

- **Key Performance Objectives (KPOs)** provide the direction and linkage necessary for individual employees to effectively support the Company’s Strategic Priorities. KPOs are established at the Performance Planning Meeting during February, to ensure employee’s focus their efforts on strategic priorities and vital actions necessary for business success.

  * InterContinental Hotels Group is based on a calendar year

- **Key Responsibilities** are an important component of the Performance Management Program as they are designed to measure an individual’s performance on day-to-day job accountabilities.

- **Competencies** are the key behaviors that underpin the demonstration of successful performance on both KPOs and Key Responsibilities.

- **The Development & Career Plan** outlines the key steps to be undertaken in order to build an employee skills, competence and effectiveness in their current role. The plan is divided into 3 sections: 1. Summary Page; 2. The Development Action Plan and 3. Career Plan.

All components form a part of the annual evaluation of performance which takes place during 2 separate meetings at the end of the year. In January, KPOs, competencies and Key Job Responsibilities are reviewed for the previous 12-months, and in February, during the 2nd meeting KPOs, individual Development and Career Plans are set for the next approaching year and provides the linkage between performance and pay.
Decide the performance management timeline that works best for you and your hotel.

A calendar year timeline – January to December – works well for many hotels because they start their business planning in the new year, and identify their strategic goals and priorities for the year ahead. These can then be translated into objectives for other hotel leaders, team managers/supervisors as appropriate – and final reviews take place at the end of the year. Every hotel is different and has different ‘busy’ periods, so choose a performance management timeline that works best for you and your hotel.

**JANUARY**
Managers set and finalise their personal objectives

**MARCH**
All colleagues write Personal Development Plans (PDPs)

**JULY**
Managers meet with their team members for mid-year reviews to check progress on their objectives, job responsibilities and PDPs

**NOVEMBER**
The team completes self assessments and begins writing their objectives for the next year

**DECEMBER**
Managers review self assessments and complete performance reviews for their team

**JANUARY**
The leadership team meets to ensure performance ratings are fair and consistent

**FEBRUARY**
Managers hold conversations with their team members to discuss performance and overall rating

Communicate the process and key dates to your hotel leaders and team managers/supervisors so they can plan ahead for the different meetings and conversations they’ll need to have with their team members.
What Does Your Success Look Like?

**OUR LEADERSHIP COMPETENCIES**

**BE BRANDHEARTED**
Being Brandhearts is an attitude and commitment that demonstrates the pride we feel about our brands and the value we place on them. It means that our Brands are at the center of what we do and how we think.

**THINK AHEAD**
Knowing and feeling confident about what makes us distinctive and what it will take to win in our industry and because one of the world’s greatest companies. Using insights to set direction that is in step with our business plans for our Brands, and sharing this in a way that inspires others.

**CHAMPION CHANGE**
Leading and inspiring people to make the right things happen. Creating a dynamic culture that embraces progression and helps us accelerate change successfully.

It’s important because...
- It changes the landscape in our industry, and it’s an everyday part of our lives.
- It helps us to become more successful.
- It’s important because we’re more successful when we take the initiative for the future, so that we can create a competitive advantage in the short and long term.
- We need to be adaptable, anticipating market changes, while keeping in mind the increasing picture of the future火热的图表, too.
- It’s our focus on delivering results.

**LEAD AND DEVELOP**
Leading the team to accomplish great things and developing the team’s ability to accomplish even greater things.

Creating an environment where people can give their best every day and where people are encouraged to try new things and given support and feedback to improve, showing a real personal commitment to your own development.

It’s important because...
- When a team is led well, it has a huge impact on how the team feels and how the team performs. It makes effort, but with guidance, practice, and feedback, we can all improve our leadership.
- It lets us work together, so we can play a large part in the success of our business.
- We need our teams to deliver even greater results in the future.

The best teams have a genuine interest in their people, they make time to be with them, know what’s going on with them, know how they are performing, and coach them to improve.

**DRIVE RESULTS**
Driving business results in an effective way, making breakthroughs in performance, capitalizing on that and improving others to deliver beyond expectations.

Taking strategic decisions, working to move ideas quickly and constructively.

It’s important because...
- Everyone needs to be committed to getting great business results and understanding what it will take to shape our future.

We need a high-performance culture, with a bias for action to deliver our Vision and targets.

This creates momentum across the organization.

**WORK COLLABORATIVELY**
Building collaborative partnerships, relationships, and networks to deliver great business outcomes, both inside and outside the organization.

Fostering sharing knowledge and ideas across teams, working together effectively to deliver our Vision.

It’s important because...
- We depend on each other in our multiple organizations to deliver our commitments, and we achieve by sharing our skills, knowledge, and experience.

Through networked partnerships and by gaining the support of others, we are able to meet business challenges and consistently deliver our shared purpose.
## Leadership Competencies

### OUR LEADERSHIP COMPETENCIES AT A GLANCE

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<th>BE BRANDHEARTED</th>
<th>THINK AHEAD</th>
<th>CHAMPION CHANGE</th>
<th>LEAD PEOPLE</th>
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### BE BRANDHEARTED

- Champion the brand or company
- Communicate the brand strategy
- Communicate the brand message
- Communicate the brand values
- Communicate the brand story

### THINK AHEAD

- Have a clear, 5-year strategic plan
- Have a clear, 1-year strategic plan
- Have a clear, 5-year financial plan
- Have a clear, 1-year financial plan
- Have a clear, 5-year operational plan
- Have a clear, 1-year operational plan

### CHAMPION CHANGE

- Lead change with confidence
- Lead change with conviction
- Lead change with courage
- Lead change with commitment
- Lead change with compassion
- Lead change with passion

### LEAD PEOPLE

- Inspire others to achieve their goals
- Inspire others to achieve their dreams
- Inspire others to achieve their potential
- Inspire others to achieve their success
- Inspire others to achieve their excellence
- Inspire others to achieve their greatness

### DEVELOP PEOPLE

- Develop others to lead
- Develop others to manage
- Develop others to succeed
- Develop others to excel
- Develop others to innovate
- Develop others to collaborate

### DRIVE RESULTS

- Drive results with clarity
- Drive results with confidence
- Drive results with conviction
- Drive results with commitment
- Drive results with compassion
- Drive results with passion

### WORK COLLABORATIVELY

- Work collaboratively with others
- Work collaboratively with departments
- Work collaboratively with teams
- Work collaboratively with cross-functional groups
- Work collaboratively with external partners
- Work collaboratively with stakeholders
Training & Development Programs

IHG is committed to providing you with high quality training and development throughout your employment with us, in order to help you to be successful and achieve your full potential. We aim to make the training and development you receive as interactive and fun as possible, as we believe that if you are involved in the training you will be more likely to remember the information covered. Your training and development will be delivered in different ways, some examples include:

• On-job training with your manager / supervisor / trainer
• Off-job group training
• Training within departmental meetings

Each department has departmental trainers/training coordinators, whose role is to welcome you and provide you with all the information you have just identified. We have organised this information into a number of different on-job orientation modules:

Department Orientation

The Purpose is:
• To introduce us to our new department and our colleagues
• Explain our job role
• Explain departmental procedures etc.

Department Orientation will be conducted on your first working day in your department and will include such things as:
• Who’s Who
• Tour of department & related areas
• Conditions of work
• Job description
• Training & development arrangements
• Departmental fire & bomb threat procedures
• Security procedures
Initial Job Training

At the end of your Department Orientation with your manager / trainer, you will be given an Initial Job Training Plan, covering the first few weeks of employment. The purpose of this plan is to tell you what you will be doing in the first few weeks and details the most important tasks you need to learn first. This will help you to be able to perform your new job role quickly and contribute to the daily activities of the department in the quickest possible time.

New Employee Cross Exposure

Within the first 3 months of employment you will also be given a New Employee CrossExposure Plan, allowing you the opportunity to become familiar with other job roles / departments that you work closely with. The purpose is to build good working relationships with your colleagues and help us to see the big picture and know what products / services we can offer to our guests and when.

For example, a Front Desk Agent should undergo cross exposure with a Room Attendant to appreciate both the time and work involved in preparing a guest room and the options available or meeting guest room requests. Similarly, a Room Attendant should undergo cross exposure with a Front Desk Agent to understand the nature of guest interactions / requests and the need to provide efficient and timely service in guest contact roles.

The number of job roles you cross expose with will depend on your role and who you most frequently interact with in providing guest service. You will also have the opportunity to participate in other Hotel Orientation Modules in the first 3 months on customer care and brand training.

Brand Specific:

- InterContinental – At Your Side
- Holiday Inn – Stay Real
- Staybridge Suites – Like a Family
Orientation Review

When you have been working for us for six months, a member of the Human Resources Team will meet with you to review the success of your orientation phase with us to ensure that you have settled into your job successfully and are happy. Also, to ensure that you have covered all the planned orientation training and the way we orientate new employees is effective. Because the success of the orientation phase is vital to our hotel operations and the future success of your role, we will be checking with you informally on an ongoing basis how it is going for you and if everything is going to plan. But please so feel free to come and ask me any questions you have or to raise any concerns that you have. Let’s review the range of training programmes available in our company:

Training skills

Craft Training Certificate
Group Training Certificate

Managing Training & Development for the Business

Supervision / Management
Accelerated Leadership Program (ALDP)
Leading Other Program

Sales

Solution Selling
SWEET – Selling With Extra Efforts Together for F&B
Lopster Ink
Each program has specific objectives and audiences, and will develop specific knowledge, skills or competencies/attitude.

When you have worked for us for 3 months you Department Head will conduct a performance review with you. You and your manager will discuss what personal development needs you have and together you will prepare a personal development plan for the rest of the performance year. The Plan will reflect what you need to do to achieve your goals, deliver your key job responsibilities and demonstrate your Leadership Brand competencies.

Your manager will determine which training courses you should attend as part of your personal development plan and he/she will arrange for you to be registered on the appropriate programs etc.

You will also receive Fire and Health & Safety training every 6 months. It is vital that you always attend this training so that we can all work safely and protect our colleagues and guests.

You will receive your own personal learning log, in which all the training you attend can be recorded. Therefore, remember to take your log along to all your training sessions!

We strongly believe that each individual is responsible of his/her own development. As a company and a global organization, we do provide tools and support for training and development. However, we consider that each employee is in charge of his/her own future.

If you ever have any queries regarding your training and development please do not hesitate to speak to your Department Manager or your Training Manager/Coordinator who will be happy to help.
I-Series Toolkits:

IHG’s “I-Series” Operational Toolkits have been developed to provide hotels with an optimized way of executing key repeating processes and have shown a significant improvement in the satisfaction level of our guests when implemented successfully. Optimized consistency is the key because our brands lie at the heart of what we offer to our guests. Following are the toolkits currently in implementation:

I Clean toolkit
“...improving our levels of customer service and GSTS results through a revolutionary efficient room cleaning and audit process”

I Q toolkit
“Optimized approach designed to cover anticipation of needs, knowledge, attitude and attentiveness”

I Arrive toolkit
“Optimized approach designed to direct the renovation efforts of the several check-in related processes.”

I Opener toolkit
“Optimized approach to direct the renovation efforts of several breakfast related processes to improve the overall breakfast experience.”

I Fix toolkit
“Optimized approach to guide the short term addressing of room maintenance and hardware conditions.”

I Interview toolkit
“The third element of understanding the voice of our guests (to complement the GSTS and the In-Room Comment Card program).”
Chapter 4: Room For You

What you need to know?
Rules & Regulations

IHG Global Benefits

Taking Care of You in your Workplace
- Health & Safety
- Grooming Guidelines
Working for IHG means you are entitled to a variety of excellent benefits. Please find below some of the global benefits:

**Employee Rate**
Please visit the IHG Employee Room Benefit Program Initiative page for resources, guides, terms and conditions translated in the hotel ready languages.

https://me2.ihgmerlin.com/web/init-ihg-employee-room-benefit-programme/home

**Friends & Family Rate**
Discounted Room Rates for your ‘Friends & Family’

**Long Service Awards**
- 5 years - 5 year pin plus cash reward
- 10 years - 10 year pin plus cash reward
- 15 years - 15 year pin plus cash reward
- 20 years - 20 year pin plus cash reward
- 25 years - 25 year pin plus cash reward
- 30 years + - as for 25 years, but with a relevant pin for each of the 5 years service plus cash reward

For your further information, please contact your HR representative
Workplace – Health & Safety

IHG values the safety and health of all employees, and has established the following regulations for the protection and well-being of everyone and adhere to any legislative requirements.

• **Employee Health**
  All new employees are required to take a medical examination as required at Hotel expense. Additional periodic exams if required, also at the Hotel’s expense. It is the responsibility of the employee to inform his or her Supervisor of any health condition or illness which will affect the safe performance of his/her job.

• **Accident Prevention**
  Safety rules are posed throughout the Hotel, for the protection of all employees. Shift leaders are expected to enforce these rules. Supervisors may reprimand and warn employees who disregard posted safety rules, and, if necessary, will order an employee away from equipment he or she is not operating safely.

• **On the Job Accident or Illness**
  All accidents or injuries should be reported immediately to the Security Manager, or Officer. In cases of serious injury or emergency, Supervisors should call for emergency assistance. First aid kits are available at various stations throughout the Hotel. The Hotel also maintains a Emergency Clinic for staff emergencies. Supervisors must report

• **Review & reporting of Injury/Accident Forms**
  Any accidents in workplace are to be recorded on an Incident report form accidents in workplace are to be reported to the relevant local authorities and workers compensation insurance companies. Report injuries or sudden illness to the first aid person immediately, and complete an “Accident Report” after the incident. These are located in the HR Office.

• **Safe Operation of Machinery**
  The Hotel provides training for the safe operation of certain equipment. Only those employees trained and approved to operate such machines or equipment may do so. If an operation requires more than one person, the required number of employees must be present before starting the operation.

Employees should use care in operating machinery, especially with their hands. Turn machines off when you are not using them or if you are leaving the area. Machinery and equipment should also be turned off before cleaning or repairs, and in some cases, unplugged as well.
Taking Care Of You In Your Workplace

Workplace – Health & Safety

• Safety Equipment/Dress
Certain operations require employees to wear protective gear or clothing. Supervisors are responsible for seeing that employees follow proper safety precautions and wear such clothing as required. The Hotel will furnish safety glasses, gloves, hats, etc to all employees who need them for the safe performance of their jobs, and will also provide safety shoes each year. The Hotel will replace, free of charge, any damaged or worn out equipment which employees turn into their Supervisors/Managers.

• Role of Health & Safety Committee
  - To identify problems related to health & safety in workplace.
  - To give recommendation related to health & safety in workplace.
  - Collecting data related to health & safety of workplace and encouraging the staff and management to improve training and supervision on health & safety issue.
  - Self-auditing on health & safety of workplace and giving recommendation to management for corrective action.

All of you at IHG
IHG Citystars Hotels Grooming Guidelines

Dress And Grooming Standards

The personal presentation of every employee is a critical part of promoting Inter-Continental Hotel Group standards. We want you to look good and feel good at work. Ensuring a professional first impression and highest standards of appearance and personal hygiene is essential in reflecting the quality of the service we strive to provide to our customers.

Dress and grooming decisions must reflect concern for our customers, a professional attitude, and sensitivity to safety issues. Styles and fashions that may be acceptable in social settings may be totally inappropriate at a place of business. Avoiding the extreme and the excessive in all areas of dress and grooming is the key to complying with these guidelines. Remember, to our guests, we ARE InterContinental Hotels Group!

The following guide will help you maintain IHG high standards of personal appearance. If you are in doubt regarding grooming standards, contact your supervisor for guidance.

If any employee has personal, religious, or medical reasons that may require accommodation or an exception to the appearance standards, the employee must receive written approval from the General Manager and the property Human Resources Department.

Clothing

Uniformed Employees

If you are required to wear a uniform, your department supervisor will have specific information on what your uniform consists of, including which items are furnished and which you must supply. Uniforms must be worn in the way they are made/intended, e.g. you may not roll up the sleeves or leave buttons undone. The waistband of pants is to be worn at waist, or between hip and waist level, and not hang below the hip. Underwear must never be visible.

It is your responsibility to maintain your uniforms in good condition and to make sure you have a properly cleaned and pressed uniform available for work each day. You may not substitute non-uniform items of dress. If your uniform does not meet InterContinental Hotels Group standards of appearance, you may be sent home to change, without compensation for time away from the hotel. The only adornment on your uniform is to be your nametag worn on the left side and any pin or ribbon authorized by your Hotel.

- Shirt/blouse must be changed daily.
- A belt must be worn with slacks that have belt loops, if the shirt is designed to be tucked in.
IHG Citystars Hotels Grooming Guidelines

• The appropriate hosiery must be worn at all times. Female Attire: Black or natural color tights/hosiery without designs. Male Attire: Black socks. (Leggings, anklets or knee highs are not permitted.)
• No item must protrude from an employee’s pocket detracting from the professional appearance of their uniform or attire.
• Upon termination of employment, all uniforms must be returned prior to the issuance of a final paycheck.

Non-Uniformed Employees
• Employees who are not required to wear a uniform must dress in a professional manner and style. Professional Business Dress must be worn while on duty.
• Male Attire: A white or pastel (including stripes) dress shirt and tie with a suit.
• Female Attire: a dress or business suit, skirt or slacks with a matching blouse and jacket is permissible.

Shoes
• Shoes must be black or matching the business dress (or uniform), polished, free of noticeable scuff marks, and in good condition at all times.

Name tags
Name tags must always be worn while on the premises, on the left side. Only company approved decorations may be applied to your name tag, such as anniversary pins.

Hair
Hairstyles must project a professional business appearance. Extremes of any nature, whether of length, style, or color, must be avoided. This would include multi-toned hair colors, partially shaved hairstyles and Mohawk style haircuts. If you choose to dye your hair it must look natural, conservative and professional. Long hair must not fall or cover your face and must be up or pulled back.
*Food and Beverage service and preparation employees are required keep their hair above the collar line and away from the face. Food preparation employees must wear hats or hairnets at all times.

Male Attire
Hair must be neatly trimmed and combed. It must be above the collar line. Existing beards and mustaches are acceptable if kept neatly trimmed. Employees (who do not already have a beard or mustache) must be clean-shaven every day. Sideburns must not extend below the earlobe. It is not permitted to “grow-in” a beard, mustache, or goatee while on duty. Mustaches and beards may only be grown during vacation periods. Facial hair is not permitted on employees who are serving food or beverages to guests. Sideburns or facial hair must be of conservative nature and not “carved” or styled into a design.
**Female Attire**
Hair must be worn in a neat and attractive style. Any ornamentation, such as scarves, barrettes or combs, must be of conservative color and design.

**Makeup/Cosmetics**

**Male Attire**
- Nails must be clean, short and neatly trimmed.

**Female Attire**
- Makeup must be of conservative color and appearance, natural-looking and modestly applied.
- Nails must be clean, neatly trimmed and kept at a moderate length. Nail polish is not allowed in Food and Beverage service positions. Other departments require a professional look (e.g. no black, purple, blue, green, etc.). Nail polish must not be chipped or peeling or have jewelry attached. Designs on nails must also be conservative in nature.

**Jewelry**

**Rings / Watches / Bracelets:**
For safety and sanitary reasons, rings, bracelets and watches may not be worn in any position in food preparation areas. Wearing jewelry while operating machinery or electrical equipment may also be prohibited for safety reasons. A maximum of two rings on each hand is permitted. Rings, bracelets and watches must be conservative in nature. Ankle bracelets are not permitted.

**Headwear**
- In certain departments, you will be provided with a hat or head covering as part of your uniform.
- Non-uniform hats and knitted caps are not allowed without a written exception from the General Manager and the property Human Resources Department.
Personal Hygiene
• The way you look is a reflection of the hotel in general. When you are with a guest, you are InterContinental Hotels Group to that guest.
• Pay special attention to your daily personal hygiene... bathe, keep hair clean, brush your teeth and use appropriate deodorant daily.
• Carry mints with you if necessary for fresh breath, chewing gum is not permitted.
• Employees involved in the preparation or service of food and beverage must wash their hands after using the rest room facilities and at any time they return from leaving their work area.
• Colognes and perfumes may be worn in moderation. Fragrances, if worn, must be applied sparingly so as not to call undue attention to the wearer.

Electronic Devices
Employees are not allowed to carry non-hotel issued beepers or phones, or headsets during work hours, without prior written approval by the General Manager and the property Human Resources Department.

The wearing or using of personal phones, Mp3, music players, radios or similar devices for non-work related matters is prohibited during working hours. The use of these devices for personal reasons is only permitted during non-working times and in non-working areas including the Cafeteria and Locker rooms.

Any employee that does not abide by the grooming standards may be asked to go home and return properly groomed. Employees will not be paid for the time in which they are gone. Should any question arise as to whether an employee is acting in accordance with this policy, the Hotel will be considered as the sole arbiter.

Any employee that requires an accommodation or an exception to the appearance standards for personal, religious, or medical reasons must receive written approval from the General Manager and the property Human Resources Department.
Equal Employment Opportunity and Diversity

Our guests and employees come from every part of the world. Our languages, religious, beliefs, cultures and traditions are varied and may not be familiar to each of us. Our goal is that each person will feel respected and welcomed, and will sense our wish to understand and value each other’s differences.

We will respect the customs and traditions of our guests and employees in all circumstances, except where doing so will either be breach of law or would create tensions or difficulties between or among people based on conflicts between their beliefs or traditions.

If I feel, at any time, that the comments or actions of management, guests or employees are offensive, I will immediately talk to the Director of Human Resources or the General Manager.

We will treat every employee with dignity and respect. We strive to be fair and just. We always endeavor to select and retain the best qualified individuals based upon job-related qualifications and regardless of race, color, creed, sex, religion, national origin, age, marital status, qualified disability, pregnancy, sexual orientation, or other protected group under State or Federal Law. This policy includes recruitment, selection, promotions, scheduling, training assignments, discipline, compensation, benefits, separation or any other term of employment.
The Company’s policy is that no form of harassment will be tolerated or condoned. All employees have a positive duty to comply with the policy and to treat their colleagues with respect and dignity. Employees found guilty of harassment may be subject to disciplinary measures. In serious cases this could lead to dismissal.

**Forms of Harassment**
- Unwelcome physical contact.
- Unwelcome verbal or non-verbal conduct including offensive personal remarks or bad language.
- Sexual attention which the individual finds intimidating, offensive or which causes them discomfort.
- Suggestions that sexual favors may further an employee’s career or that refusing may hinder it.
- Conduct which shows lack of respect for individuals, such as display of pornographic or suggestive material.
- Bullying/ intimidation.
- Victimization.
IHG Citystars Hotels Drug and Alcohol Policy

The IHG Citystars Hotels firmly believes that it is in the interests of our guests, our employees and the image of the hotel to take all reasonable steps to ensure that the work place is maintained as an environment in which the abuse of alcohol and use of illegal drugs is eliminated.

I may not use, posses, transfer, distribute, manufacture, or sell alcohol (unless in the performance of a legitimate job function), drugs, or drug paraphernalia while on the hotel property, while on duty, while on an on-call status, or while operating a vehicle or equipment that is owned or leased by the hotel, unless in the performance of legitimate job functions. In addition, I may not report for work, go on duty or remain on duty or on an on-call status, while under the influence of or impaired by any illegal drug or alcohol.

For purpose of this policy, a drug will be considered an “illegal drug” if its use is prohibited or restricted by law and an employee improperly uses or possess the drug regardless of whether such conduct constitutes an illegal act or whether the employee is criminally prosecuted and/or convicted for such conduct. The term includes prescription drugs not legally obtained and prescription drugs not being used for prescribed purposes. It also includes marijuana. A “legal” drug includes prescribed drugs and over-the-counter which have been obtained legally and are used for the purpose for which they were prescribed or manufactured. If I am found in violation of this policy, I will be subject to disciplinary action, up to and including discharge.

Under limited circumstances in the performance of a legitimate job function, such as client entertainment, or attending an employee function at which authorized alcohol is served, I may use alcohol in moderation.

It is the right, obligation and intent of the IHG Citystars Hotels to maintain a safe, healthful and efficient working environment for all our employees and to protect the IHG Citystars Hotels guests, and property. The IHG Citystars Hotels will refer me to qualified counseling, if I seek assistance for alcohol or drug abuse.

Requests for assistance following a suspect violation of the Drug and Alcohol Policy or following a positive drug or alcohol test, however, will not necessary shield the employee from discipline or discharge.

I will be held to the same standards of job performance and behavior, even if my unsatisfactory behavior performance is related to drug or alcohol use by me. The company will not engage in random testing of existing employees.

Where a Manager or Supervisor has reasonable cause to suspect that I may be under the influence of alcohol or drugs, or may be in violation of this Drug and Alcohol Policy, I may be required, as a condition of continued employment, to undertake an appropriate test.
Reasonable cause includes, but is not limited to:

A. Accidents which require off-site medical treatment or lost time or where negligent behavior / performance appear to be a contributing factor;

B. An incident of threatening behavior or antagonistic argument;

C. Signs of abuse such as:
   - Dilated pupils
   - Red eyes
   - Slurred speech
   - Imbalance
   - Poor coordination
   - Unusual behavior
   - Smell of alcohol on breath
   - Possession of drug paraphernalia
   - Poor exercise of judgment

I will be asked to sign consent from before undergoing screening in cases of probable cause. Should I refuse to sign the consent form, or fail to complete the screening, I will be subject to automatic termination.

If I test positive, I may be subject to disciplinary action up and including discharge. Under appropriate circumstances, and at the sole discretion of management, I may be allowed an opportunity for counseling in lieu of discharge.

Further, a negative test result will not limit to hotel’s right to discipline me for any other violation, which may have occurred.

Under the influence means, for purposes of this policy, I am affected by a drug or alcohol or the combination of drug and alcohol in any detectable manner. A determination of “influence” can be established by a professional opinion, a scientifically valid test and, in some cases, such as alcohol, by a lay person’s opinion. A positive drug/ alcohol test result will be deemed “under the influence”.

IHG Citystars Hotels Drug and Alcohol Policy
Probationary Period
My first 90 days of employment is my probationary period. This period gives IHG Citystars Hotels and me a chance to determine whether we meet each other’s initial expectations. At the end of this 90-day period, my supervisor will conduct a performance appraisal with me covering areas such as performance, job skills, safety record, and disciplinary record, attendance, cooperation with fellow employees and responsiveness to guests. Should my performance in these areas be unsatisfactory, my probationary period will be terminated. I may be released at any time during my probationary period.
If I am promoted or transferred into another position, I will be placed on a 90-day review for that new position. At the end of this 90-day period, my supervisor will conduct a performance appraisal with me covering areas such as performance, job skills, safety record, disciplinary record, attendance, and cooperation with fellow employees and responsiveness. Should my performance in my new positions be unsatisfactory, my review period may be extended or I may be transferred back to my former position or another department.

Performance Appraisal
It is natural during your career to want to know the answer to the question, “How am I doing?” We want you to know how well you are doing, what your strengths, and in which areas you need further training and development.
You will have appraisals on a regular basis. An appraisal is an open and honest two-way discussion with your Supervisor or Head of Department, which covers:
• Performance over the previous year.
• Strengths and the identification of your training needs.
• Ambitions and targets for the year ahead.

Out of this discussion, goals will be set for the year to come, and an action plan will be drawn up to guide you towards any further training required.
As a regular full-time employee, my supervisor will evaluate my job performance. A formal performance appraisal will take place at least once per day.

Among other things, I will be evaluated on:
• Attitude
• Performance
• Job skills
• Safety record
• Disciplinary record
• Attendance
• Cooperation with fellow employees
• Responsiveness to guests
My evaluations become part of my life in Human Resources and are used for future employment decisions such as transfers, promotions, demotions, and discipline. I am free to discuss any problem with my supervisor on a daily basis, as well as during performance appraisal.

**Career Progression & Advancement Opportunities**

We always promote our staff on the basis of their performance in their present job. We are proud of our record in providing our high achievers with opportunities for promotion and career development, whether at this hotel, within the region or further afield.

It is the Hotel’s policy to fill job vacancies by promoting qualified Members from within our Hotel whenever possible. Decisions to promote will be based on my entire employment record, including:

- Attitude.
- Skill & Ability
- Efficiency
- Disciplinary Record
- Experience
- Attendance Record
- Safety Record
- Cooperation with fellow employees
- Responsiveness to guests and patrons; and
- Qualifications for the position I wish to obtain
Job transfers
To ensure that our staff gets all the career development necessary, we have set up a unique information system which includes details of job vacancies in all of our company hotels in the area.

To be eligible for a transfer to another department at this hotel, you will need to be working with us for a minimum of six months. If you are interested in another hotel, you will need at least a one year service, including nine months in your current job. Requests have to be channeled through your supervisor or manager. Job openings are posted as positions become available. Positions are posted for seven days before being filled. I may only apply for current openings.

In order to apply, I must pick up and fill out a “Request for Internal Transfer” form before five days. Upon receipt, Human Resources will review the application with my current manager to determine eligibility.

Eligibility criteria include:
• Twelve months or longer in current position
• Employee skills and abilities
• Efficiency in current position
• Attendance, safety, performance and disciplinary record
• Employee attitude
• Proper grooming
• Qualifications for the position applied for
• Cooperation with fellow employees
• Responsiveness to customers
• Approval from employee’s current manager

Within one week of application, when possible:
Eligible Employees will be interviewed by the manager with the current opening. The interviewing manager will arrange an interview and communicate the date, time and location. They will determine if I meet all qualifications for the position.

After all eligible internal transfer candidates have been interviewed, the manager with the current opening will agree on the details of any offer to be extended with the Human Resources. Existing employees of the IHG Citystars Hotels will be preferred over equally qualified external candidates.

Human Resources will obtain final approval from managers, the Division Head(s), and the Hotel Manager or General Manager. Human Resources will then extend the offer and coordinate the move with the old and new departments. If I am selected, I will be placed in the new position within two weeks of the offer, if possible. If I am not selected, my manager will meet with me. I will be informed as to why I was not selected for the position.

Ineligible Employees will receive notification from their current manager, who will meet with them within one week to discuss necessary improvements in order to be considered eligible for a future transfer. A waiting period of 3 months will be established before another application may be submitted in order to show the necessary improvement.

The conversation between employee and manager will be documented on the “Request for Internal Transfer” form for the employee’s file in Human Resources.

Transfer to another Hotel: I may also apply to transfer to another IHG Hotel. The Human Resources office will forward my request to the hotel of my choice for consideration following the appropriate approvals. Transfer requests to other hotels are reviewed in the same manner as those within the Hotel. If I requested to be relocated, the expense of the relocation will be mine.

Employee Privacy
The InterContinental believes that each of us is entitled to individual privacy. Therefore, only the following information will be given to anyone making an inquiry about my employment, or that of any current or past employee:

Confirmation of employment
• Date hired
• Position

In order for other information to be discussed, I must sign a release authorization the Hotel to do so. Moonlighting and Outside Jobs I am free to have outside employment and activities, so long as they do not affect my attendance, efficiency, or the IHG Citystars Hotels reputation in the community. I will give up my employment or activities if they begin to adversely affect my work.
**Total Compensation**

**How My Pay Rates are Determined**
Pay rates are designed to attract and retain top-quality employees. The Hotel’s pay rates are reviewed regularly, with respect to other hotels in the Cairo area, to ensure that we remain competitive.

**Meetings**
If I am required to attend mandatory meetings on my day off, I will get another day in lieu or be paid for the day. If the meeting occurs immediately prior to my shift or immediately following my shift, I will be paid overtime for the actual time of the meeting. If the meeting is voluntary, no payment will be made.

**Pay Day**
I will be paid monthly. The paycheck will cover the monthly period ending on the last day of the previous month. If payday falls on a holiday, my check will be distributed on the last business day before the holiday. Various payroll deductions are made each payday to comply with Egyptian Laws related to taxes and insurance. The following deductions will be made:
- Social
- Income Tax

The IHG Citystars Hotels offers direct deposit of paychecks into a bank account of your choice. If I take advantage of this service, I will receive a deposit voucher instead of a check. The deposit voucher will include all information found on a check stub.

Due to the potential disruption of efficient operations and guest relations, payroll advances may not be given.

**Employment Status**
The following terms will be used to describe the classification of employees and their employment status:

**Full Time:** I am expected to work an average of up to 48 hours per week (excluding breaks). The number of hours will fluctuate according to the business volume levels of the hotel and overtime may be occasionally required of me.

**Casual:** I have no predictable work schedule and no promise of regular or continued employment.
Hotel Communication

It is especially important to keep each informed in our busy Hotel. The IHG Citystars Hotels has designed ways to ensure I am always well informed. I understand that my own interest and effort are an essential part of good communication.

**Bulletin Boards**
These are maintained for my information throughout the Hotel. I will check them daily to keep informed of the items that relate to my job and my working environment.

**Departmental Meeting**
Departmental meetings are held on a regular basis. They provide an informal means of exchanging information with my manager and my co-workers.

**Employee Publications**
The Human Resources should be current. It enables the Hotel to reach me in an emergency and maintain my insurance and other benefits. I will report any changes on a regular basis. Completion of training and educational courses will also be maintained in my file.

**Open Door**
I understand that the management team of IHG Citystars Hotels strongly believes in open door communication and I should feel comfortable in offering my ideas and concerns. I am encouraged to first discuss my ideas or problems with my supervisor. If I feel that the matter is not resolved, or I still have questions, I may consult with my department head and then division head. I may also discuss my concerns with the General Manager if the issue is still not resolved. All members of management will maintain an open door for communication with me at all reasonable and convenient times.

**Suggestions and Comments**
There is a suggestion box at the Employee Restaurant. I may drop any suggestions into the box. All suggestions will be collected by the Human Resources Office and held in confidence. If I sign the suggestion, a response will be provided.

**The Employee of the Month and Employee of the Year**
The Employee of the Month program is designed to recognize outstanding performance by members of our staff. Each month, each Department Head nominates an employee who meets the criteria of good attendance, neat appearance, outstanding job performance, and cheerful, friendly and cooperative attitude. The IHG Citystars Hotels Planning Committee review all nominations and selects a candidates who has clearly demonstrated performance/behavior that is exemplary. This employee will receive a cash award and the opportunity to become our Employee of the Year. The Employee of the Year is announced at a major gathering (such as Holiday Part) and the winner is recognized with a valuable award. Our Employee Recognition program is our way of saying thanks to those of us who help create the IHG Citystars Hotels reputation for exceptional service.
My total compensation includes my pay and benefits. Benefits over and above my pay are substantial. I will familiarize myself with my benefits and their costs. Our benefits are under constant scrutiny and charged periodically to maintain our leadership in this area. I will always be informed of these changes as they occur, through the communication channels described elsewhere. The following summarizes the IHG Citystars Hotels employee benefits. I may obtain more detailed information from the Human Resources Office.

**Eligibility**
All full-time, regular employees are eligible for benefit coverage. If a full-time employee becomes a casual employee, the employee will no longer be eligible for employer paid benefit, with the exception of any holidays that fall within the time worked. If I am a casual employee and become a full-time employee, I will become eligible for full-time benefits after the waiting period[s].

**Cost**
The IHG Citystars Hotels provide competitive benefits and will pay all medical benefit costs according to Polices & Procedures of the Hotel.

**Life, Medical, Dental, and Long-Term Disability Insurance**
My benefits booklet covers the details of this insurance, which will also be fully explained before I enroll for benefits.
Annual vacations

Regular, full-time employees are eligible for paid vacations. I am entitled to paid vacation according to the following schedule:

After one year in service, I will be entitled to 21 days (to 18 working days vacation), which will increase to one month (26 working days) after spending ten consecutive years in service. If I am fifty years of age or more, I will also enjoy one month annual leave.

Vacation time will not be carried over from year to year. It must be taken within the anniversary year following the year in which it was accrued based on my continuous service date. The vacation accrual is calculated from my anniversary date of hire, not the calendar year.

My vacation time is accrued according to the number of months I have worked. If I am entitled for 21 days leave, I will accrue 1.75 days for each month I work. If I am entitled to one month, I will accrue 2.5 days for each month I work. The accrual will become effective on the last day of every month I work.

Payment in lieu of taking time off is not allowed. I will request vacation time from my supervisor.

At the time of my termination, the payout of my unused earned and accrued vacation will be based on my basic salary and it will not include service charge.

Religious, Public and National Holidays

There are fourteen Public National Holidays per year, as follows:

- Eid Al Fitr (2days)
- Eid Al Adha (3 days)
- Muslim New Year
- Prophet’s Birthday
- Sinai Liberation day
- Sham el Nessim
- Orthodox  Easter
- Labor day
- Revolution day
- Armed forces (6th October)
- Police national day / Revolution Day

However, in the hotel industry we do not close for these holidays! You may be required to work on a Public Holiday. When you do so, you will of course be compensated with a day off in lieu for each day.

If I am required to work on a holiday, I will be paid at my regular rate of pay and will also receive my holiday pay at my base rate or I will be given another day in lieu of.
Sick leave
I am eligible for sick pay on the first day of employment. If I am sick, I will report to my supervisor to inform him/her of my need for the Doctor’s checkup. The clinic nurse will schedule my time for seeing the doctor and will arrange for the required medication. In case the doctor has granted me a sick leave, I have to report back to my supervisor with the doctor’s documentation to inform him. In case of being sick to the point where I cannot come to work, I will call my supervisor four hours before the beginning of my shift and inform the nurse/doctor as soon as the clinic is opened. The doctor will decide whether a home visit is required or he can see me the next day at the clinic.

An employee, whose sickness is confirmed, will be entitled annually, to a sick leave with pay equivalent to 75% of his salary for the first ninety days of his sickness, to be increased to 85% for the following ninety days.

The purpose of sick leave is to feel protected should I truly become ill. Sick pay is not to be used for any illness other than my own.

Funeral Leave
You may request a period of up to one day emergency leave fully paid for death reasons, usually in the case of a death involving a first degree relative (spouse, children, mother, father, brother or sister). Your request should be made to your Manager and a leave application form must be submitted for your Head of Department’s approval. You should submit a copy of the death certificate for a full day payment.

Marriage Leave
I may also request up to a maximum of 3 days marriage leave on full pay for your marriage. This leave will only be granted once during your working life with the organization. You should also submit a copy of your marriage contract to the HR department.

Maternity Leave
To receive maternity benefits, you must have a minimum of ten continuous months of service. Based on a report from the Hotel doctor you are entitled to be absent from work before, during and after childbirth for up to 90 days.

Pilgrimage Leave
After five consecutive years in service, you will be entitled to a full month paid leave for pilgrimage rites or to visit Jerusalem and such a leave will be enjoyed once during the whole service period.
Guest Service
I believe that each of us has dignity and a need for pride and satisfaction in what we do. Because customer satisfaction depends on the united efforts of many, I am most successful when I work together cooperatively with everyone, and respect the contribution and importance of my fellow workers. I will consider every guest who visits us an extremely important person. It is my job to provide each guest with a level of service that is consistently excellent.

Employee Restaurant
The employee restaurant is for the exclusive use of the IHG Citystars Hotels employees and the invited guests of the Hotel. Family and friends cannot use this facility. The employee restaurant is open seven days a week for coffee breaks, breakfast, lunch, dinner, and supper. To maintain the professional image of the IHG Citystars Hotels team, I will not eat in public areas or work areas.

Employee Entrance
I will enter and exit the Hotel through the employee entrance, and will use no other entrance except as part of my assigned job duties. I will enter the building no earlier than 30 minutes after the end of my shift, unless my supervisor requests otherwise.
One of our primary responsibilities is the protection of our guests, our Members, our hotel and its assets. Make sure you know the difference between courtesy and security.

- NEVER OPEN A GUEST ROOM DOOR FOR ANYONE. If a guest has lost the room key, ask the guest to return to the Front Desk for another key.

- NEVER GIVE OUT A KEY WITHOUT POSITIVELY IDENTIFYING A GUEST via the guest registration.

- NEVER LEAVE KEYS OUT. At the Front Desk, always keep the room keys off the desk. If keys are found, turn them in to your supervisor.

- DO NOT DISCUSS WHO IS STAYING IN THE HOTEL, names or room Numbers with other members or with any other guests. This also applies to your off-duty time away from the hotel.

- DO NOT LEAVE YOUR HOTEL CASH-BANK UNATTENDED or unlocked for any length of time. You should never let anyone work out of your bank!

- NEVER TAKE ANY OF THE HOTEL KEYS (work keys) HOME with you after work. Keep them in a secure place at all times. If you lend your keys to another Member, be sure they are returned.

- NEVER DISPLAY OR COUNT CASH PUBLIC VIEW.

- EVER GIVE OUT ANY INFORMATION ABOUT OTHER MEMBERS – their names, address or phone numbers – to anyone. Any inquiries about Members should be referred to the Human Resources Department.

- REPORT SUSPICIOUS ACTION TO SECURITY IMMEDIATELY and be aware of details.

- DO NOT LEAVE PERSONAL VALUABLES in any unsecured area....
• Ensure that you are familiar with the procedure for sounding the Fire Alarm should you discover a Fire.

• Know the location of Emergency call points, fire exits and firefighting equipment.

• Ensure that you are familiar with the correct type of extinguisher to be used on any Fire. Do not attempt to fight a fire if you are not confident in doing so. Raise the alarm.

• Ensure that you are familiar with the correct action to be taken on hearing the Fire Alarm.

• Ensure that you are familiar with all emergency exits and alternative exits from your place of work.

• Ensure that you know where the Hotel’s assembly point is.

• Ensure that all Exits and escape routes are kept clear and unobstructed at all times.

• Ensure that all Exit signage is kept clear and unobstructed at all times.

• Know the location of all extinguishers and ensure that these are kept unobstructed.

• Fire doors are to be kept closed unless held open by magnetic holders. These doors should never be propped open or unobstructed in any way.

• Never allow large quantities of waste paper to accumulate and to ensure that ashtrays are not emptied into receptacles that already contain paper or flammable material.
Guest Facilities
Unless on a work assignment, I will not be on guest floors, in guestrooms, or in any other public areas of the Hotel. I will remain in my own work area and those areas of the Hotel specifically designed for my personal use, and will utilize the most direct or authorized route to and from my work area and the employees’ facility areas. If I have family or friends staying in the Hotel, I will obtain permission before visiting them. Guest elevators are for guest use only, and I will use them only if specifically authorized by my Department Head. I will use the service elevators, which are provided for me. The IHG Citystars Hotels facilities are for the use of our guests and patrons. If I wish to use one of the facilities, I will first obtain permission from my division head, who will make arrangements with the facility manager. I will not be able to use the facility if I have not received prior approval.

Identification
I will receive a permanent photo identification card. This will admit me to the building and provide me with identification. I understand that if I report to work without my identification card, I may be sent home. I will also receive a nametag, which must be worn at all times, while I am in the Hotel. If I lose my nametag or my identification card, I will replace it at a cost of 25 L.E. I do not have to pay the replacement cost for a damaged identification card or nametag if I present the old ones to the Human Resources Office. If I terminate my employment with the IHG Citystars Hotels, I will return my identification card and nametag to the Human Resources Office when I pick up my final check.

Locker Room
If you are supplied with a uniform, you will also be issued with a locker. It is your responsibility to keep it in good order, and please keep the locker room clean and tidy. We do not allow foodstuff, perishable goods, and inflammable materials or soiled clothing to be stored in lockers. Hygiene checks will be carried out periodically. If there is any breakage or damage to your locker, this should be reported immediately. If you lose your locker key, you will be issued with a new one for a small charge of L.E 20.

Lost & Found Property
Any item found by you or handed to you should be passed to the Housekeeping team. All property found will be dealt with according to standard procedures. If the property has not been claimed by its rightful owner after six months, it may be returned to the finder. Valuable articles will only be returned after one year and require the General Manager’s approval.

Package Passes
In order to protect the Company property and that belonging to our employees, reserve the right to search on our premises. Our main aim is to prevent the loss of Company and personal property and not to catch offenders. Please note that refusal to comply with the request to be searched is considered to be a serious breach of our conditions of employment.
Human Resources Records
If I wish to inspect my file, I will contact the Human Resources Office. I will keep the information in my file up to date. If any of the following items change during my employment, I will notify my supervisor and the Human Resources Office:
• Name
• Address;
• Telephone number;
• People to notify in an emergency;
• Marital status;
• Number of dependents;
• Beneficiary for insurance and retirement; and
• Training courses complete.

Prayer
Prayer will be performed only in the designated areas or the Locker rooms. During a work shift where will be two prayer intervals that will have to be accommodated. One should fall during the employee’s break and one will fall during work time. We will always make reasonable accommodations for prayer time, while considering service needs.

Solicitation
The IHG Citystars Hotels feels very strongly that working time is for work. This is for my protection and to avoid any disruption in my work day.

Smoking
Employee smoking is not allowed anywhere in the hotel except in the designated area in the Employee Restaurant. I will not leave my work area to go smoking at any time except during my scheduled breaks.

Telephone Calls
The IHG Citystars Hotels will not accept long distance collect calls for or for any staff members. If I am working in a guest room and the telephone rings, I will not answer the call. The Hotel operator will take a message for the guest. The use of personal mobile phones or pagers is not allowed during work time or in work areas. Employees that are allowed by the Hotel to use Mobile phones will do so only for hotel business purposes and only when out of the Hotel. The use of the company property (e.g., telephone, e-mail, fax machines, copy or postage machines) for personal use is forbidden.

Duty Meal
All employees are entitled to one duty meal. You are requested to use the assigned place according to the Hotel Rules and Regulations Chart. Please do not take food or drinks from any other area of the hotel. As a large number of staff use the cafeteria each day, please help us to keep it clean and tidy by clearing your plates away once your meal break is over.
Anniversary and long service awards
When you have been with IHG Citystars Hotels for one year, you will be presented with an Anniversary Pin by the General Manager at a special function, in appreciation of your service. As you reach the milestones of five, ten, fifteen, and twenty and twenty-five years of service, you will be invited to a special presentation party to celebrate your long service in style!

Uniforms
If I am required to wear a uniform, it will be supplied and laundered free of charge. The uniform attendant will issue a fresh uniform in exchange for a soiled one. My appearance is important, and I will change my uniform regularly. I am responsible for turning in my uniform for cleaning.

Work Injuries
I will report all on-the-job injuries, no matter how slight, to my supervisor immediately. I will then complete an accident report in Security, which will serve as documentation in the event I have medical bills or lose time form work.
I understand that in accordance with the Hotel’s Drug and Alcohol policy, I might be asked to submit to a drug and alcohol test as a result of a work related injury.
I can obtain first aid supplies for minor injuries from my supervisor or Security. If I need additional treatment, the Hotel doctor should be informed to take necessary action towards referring me to a specialized medical clinic or our hospital.

Work Schedule
Schedules are posted in each department by Thursday for the following week starting Saturday nine days later. Since our business fluctuates, my hours and day off may not always be the same. It is my responsibility to know my work schedule.

Visitors
If my family would like to see the Hotel, the Human Resources Office will be pleased to arrange a guided tour. The IHG Citystars Hotels does not permit unauthorized visitors to enter the work area.

Voluntary Separation
I am expected to give at least two weeks notice to the IHG Citystars Hotels of my intention to voluntarily terminate my employment. I am not eligible to rehire unless I leave with an outstanding work record and give two weeks notice.

Exit Interviews
If I leave the Hotel for any, I will have an exit interview with a Human Resources representative prior to receiving my final paycheck. This is to document the reason that I am leaving as well as to provide constructive feedback as to my experience as an IHG Citystars Hotels employee. I am expected to turn in all the hotel property including such things as I.D. cards, nametag, keys, uniforms, cash banks, pagers, mobile phones etc…
Every organization needs to have work rules, which are clear and well understood. They help us to work together effectively as a team and to understand what we have a right to expect from each other, as well as from our supervisor.

It is important for me to be familiar with and accept these standards of conduct and work rules. The IHG Citystars Hotels will enforce these standards and rules on a fair and consistent basis.

If I engage in conduct, which violates IHG Citystars Hotels standard or rule, I will be subject to disciplinary action including a verbal warning, written warning, suspension or discharge. The nature of the discipline will depend on the severity of the work rule violation.

A single breach of the rules listed in Category One, or repeated violation of one or more rules in Category Two, is considered misconduct which may be grounds for dismissal and termination or employment. The use of the term “possession” in the work rules includes my locker.

It is important to understand that if I receive a warning that it is an opportunity for me to improve my performance. If I have a concern about a warning that I have received, I can discuss it with the Human Resources department. All warnings are documented on a “Record of Employee Counseling Form” and become part of my permanent file in Human Resources.

I understand that during my first 90-day probationary-at-will period, I may be terminated without warning or notice.
Work Rules and Standards of Conduct

Category One:
- Discourtesy to a guest.
- Dishonesty
- Theft, unauthorized possession, or use of Hotel, guest or other employee’s property, including failure or report/turn-in lost and found items.
- Falsification or careless completion of records, including but not limited to work schedules, time sheets, insurance forms or any other employment record.
- Altering of forging a guest check or credit voucher or adding an unauthorized tip to a guest check.
- Commenting on gratuities given or withheld, or soliciting or collecting unauthorized gratuities or commissions from service providers, vendors, or cab drivers.
- Violation of the Hotel’s Drug and Alcohol Policy
- Behavior, which creates an intimidating, hostile, offensive, or inappropriate work environment. Any violation of the Hotel’s Sexual Harassment Policy.
- Discrimination against guest or fellow employee because of race, color, age, religion, sex, national origin, disability, pregnancy, sexual preference or other protected groups under the law.
- In appropriate verbal or physical behavior or display of affection with another employee.
- Willful damage or destruction of hotel, guest, or employee property.
- Fighting, use of threatening, obscene, or abusive language, or harassment of guests or other employees through verbal or physical conduct.
- Refusal or failure or perform assigned work or follow a supervisor’s instructions, or any act of insubordination. Any employee feeling that an instruction from a supervisor in unfair or unjust should first perform the task and then later discuss their concerns with their supervisor and/or follow the problem solving procedure found under C.A.R.E
- Sleeping on the job.
- Possession of weapons or explosives on hotel property.
- Failure to maintain a satisfactory accounting and control of cash banks, and making personal use of funds from cash banks for any reasons. Careless handling or loss of Hotel pagers, keys, or cash.
- Unauthorized or improper use of company material, time, equipment, or property including but not limited to Hotel telephones, e-mail, fax, copy, or postage machine.
- Causing injury to another employee or guest, or any act of excessive carelessness or negligence, which results in a potential or real loss or damage to myself, another employee, the Hotel or a guest.
- Immoral, indecent or illegal conduct, soliciting persons for such purposes, or aiding and/or abetting in such acts.
- Uttering, publishing or distributing false, vicious, malicious, or confidential statements concerning the Hotel or any of its guests, employees or supervisors, or concerning any other service establishment or individual directly or indirectly related to the conduct of Company of Hotel business.

All of you at IHG
Work Rules and Standards of Conduct

- Removal of or providing access to any Hotel records or proprietary information to unauthorized persons.
- Engaging in intrusive behavior with celebrity guests such as soliciting autographs, photos, tickets, or any other requests not ordinarily associated with the requirements of your job.
- Unauthorized presence on hotel premises or in guest areas. Fraternization (social contact) with a guest.
- Making unauthorized public statements or engaging in any conduct which may cause damage to the reputation of the company, its Hotel or partners. Only the General Manager or the designed hotel spokesperson may give information to the news media or anyone outside the organization at any time.

Category One:
- Frequent absence or tardiness, or abuse of the sick pay policy. Failure to properly notify your supervisor of your absence.
- Failure to park in areas designated for employees; failure to observe rules and regulations in the parking garage or driving recklessly.
- Failure or inability to perform work or job assignment satisfactory.
- Switching work schedules, failing to work on a scheduled shift, or arranging my own replacement without permission from my supervisor.
- Failure to cooperate with reasonable requests to work overtime when it is required to handle Hotel business.
- Leaving my department or work area with authorization.
- Failure to report a Workers Compensation accident.
- Failure to follow the hotel’s Grooming policy.
- Entering the Hotel other than through the employee entrance.
- Unauthorized presence in guest area or use of guest facilities.
- Violation of the Solicitation Policy.

Welcome on Board!