



# Policies

Baron Hotels and Resorts Egypt

# Quality Assurance Policy

## Our Commitment

The management at Baron Resort Sharm El Sheikh Hotel is committed to maintaining high standards and ensuring quality for our guests, staff and other stakeholders. We regularly seek feedback from our staff and guests about their experience with us and use this information to continually improve our operations.

## Guest Feedback

We have the following procedures in place to ensure we are monitoring guests feedback and making any necessary changes to our business as a result of that feedback:

- Guest comment cards are included in all rooms. These can be completed anonymously, and guests are advised to either leave the completed card in their room for collection by housekeeping or to hand it to a member of staff. Any serious issues are dealt with immediately and every month the feedback is collated into a report that is sent to senior management along with any recommendations for changes and improvements to our service.
- Our guest information booklet in each room contains information on how guests can make a complaint to senior management. It includes a phone number and e-mail address for the Manager on duty, along with a mailing address should they wish to send us a letter after they check out.
- Every year we train our staff on how to deal with guest complaints and procedures for handling guest complaints are included in the staff handbook.

## Staff Feedback

We have the following procedures in place to ensure we are monitoring staff feedback and making any necessary changes to our business as a result of that feedback:

- A locked employee suggestions box is located next to the staff restaurant with signage encouraging all employees to give feedback that can be anonymous.
- The General Manager collects the contents of the box every Monday and works where necessary with relevant department heads to investigate comments and to make changes where possible.
- Staff are notified of changes that have been made as a result of the feedback at a monthly team meeting.

## **Quality Assurance Policy**

Our quality policy and internal procedures are reviewed on a continuous and periodic basis and our quality objectives are communicated to all our employees through our notice boards and team meetings and is available to the public, our clients and our collaborators.

## Chemical Spill Policy

It is the policy of Baron Resort Sharm El Sheikh to protect our Staff, Guest and Environment from any chemical spill by following the guidelines. When a chemical spill occurs, it is necessary to take prompt and appropriate action. The type of response to a spill will depend on the quantity of the chemical spilled and the severity of the hazards associated with the chemical. The first action to take is to alert others in your work area that a spill has occurred. Then you must determine if you can safely clean up the spill yourself.

### Incidental Spills

A spill is considered incidental if the criteria below are met:

Physical:

- The spill is a small quantity of a known chemical.
- No gases or vapors are present that require respiratory protection

Equipment:

- You have the materials and equipment needed to clean up the spill.
- You have the necessary proper personal protective (PPE) equipment available

Personal:

- You understand the hazards posed by the spilled chemical.
- You know how to clean up the spill.
- You feel comfortable cleaning up the spill.

### Incidental Spill Cleanup Procedures

Notify other people in the area that a spill has occurred. Prevent others from coming in contact with the spill (i.e. walking through the spilled chemical). The first priority is to always protect yourself and others

- 1- Put on the (PPE) such as goggles, gloves, etc. before beginning cleanup. Do not unnecessarily expose yourself to the chemical.
- 2- Stop the source of the spill if possible, and if safe to do so.
- 3- Try to prevent spilled chemicals from entering waterways by building a dike around access points (sink, cup sinks, and floor drains inside and storm drains outside) with absorbent material if you can safely do so.
- 4- Use the appropriate absorbent material for liquid spills
- 5- Slowly add absorbent material on and around the spill and allow the chemical to absorb. Apply enough absorbent to completely cover the spilled liquid.
- 6- Sweep up the absorbed spill from the outside towards the middle.
- 7- Scoop up and deposit in a leak-proof container.

## Chemical Spill Policy

- 8- For acid and base spills, transfer the absorbed materials to a sink, and complete the neutralization prior to drain disposal.
- 9- If possible, mark the area of the spill on the floor with chalk.
- 10- Wash the contaminated surface with soapy water. If the spilled chemical is highly toxic, collect the rinse water for proper disposal.
- 11- Report the spill to your supervisor.
- 12- Restock any spill cleanup supplies that you may have used from any spill kits.
- 13- Don't forget to refer back to the Data sheet for more explanation

Our policy has been communicated to our entire team and is available to the public, our customers and our collaborators

# Safeguarding Children Policy

## Policy Statement

The safety, welfare and wellbeing of children, young people under the age of 18 and people with disability is of the utmost importance to Baron Resort Sharm El Sheikh Hotel.

## Our Commitment

Baron Resort Sharm El Sheikh is committed to ensuring the safety and wellbeing of all children, young people under the age of 18 and people with disability who stay in our property, as well as those who work or live in our local community, we work to support, this is the responsibility of everyone here.

This policy helps us to prevent any risks to child safety and build a strong culture of safeguarding. These seek to safeguard children, young people and people with disability from:

- Emotional and psychological abuse
- Sexual abuse and exploitation
- Physical abuse
- Exposure to family violence
- Neglect

## Our believes

All children, young people under the age of 18 and people with disability have a right to equal protection from abuse, neglect or exploitation, irrespective of their age, disability, gender, race, religious belief, sexual orientation or sexuality.

In furtherance of this Policy, Baron Resort Sharm El Sheikh has adopted Procedures, described below, to promote:

**Prevention of Child Abuse:** Striving, through awareness, good practice and training, to minimize the risks to children and take positive steps to help protect children who are the subject of any concerns.

**Reporting of Child Abuse:** Ensuring that all Representatives know the steps to take and whom to contact where concerns arise regarding the safeguarding of children.

**Responding to Child Abuse:** Engaging in action that supports and protects children when concerns arise regarding their well-being; supporting those who raise such concerns; investigating, or cooperating with any subsequent investigation; and taking appropriate corrective action to prevent the recurrence of such activity.

**Training to Promote Awareness of Child Safeguarding Obligations:** Ensuring that all Representatives are notified of and made aware that they are expected to comply with the policy.

## **Safeguarding Children Policy**

If any suspicious activity arise, it should be reported directly to the direct manager or the Human resources manager (if it happens with employee) or to be reported to guest relation agent if it is happen with guest or visitor. The extreme penalty as per law will be applied and the case will be reported to the national authorities for the next actions as per law.

# Community Engagement Policy

## Our Commitment

The senior management at Baron Resort Sharm El Sheikh Hotel is committed to supporting and working with the local community in which we are based.

We are committed to operating our business in a way that helps to preserve and promote the culture and heritage of the destination as well as the local economy.

We believe that maintaining a constant dialogue with our local community is crucial in order to ensure that we are contributing to the well-being of local people and their living environment.

## Our goals

- Supporting initiatives that improve the community
- Supporting the local economy
- Respecting and protecting local culture, traditions and way of life
- Supporting and protecting access to essential resources and services

## What we do to achieve our goals

- We encourage our guests to explore the history, culture and traditions of the destination and our local community as well as the local products and services that are on offer
- We encourage our guests to support our community work by regular charity collections and by inviting them to participate in our annual charity day
- We provide our guests with guidance on how to behave responsibly outside of the hotel with respect to local people
- We contribute to the upkeep of culturally and spiritually important sites by donating money every year and encouraging guests to visit them
- Where possible, we give preference to local and regional products and services as stated in our purchasing policy
- We give preference to local staff in the recruitment process as stated in our recruitment policy
- Every year we offer one apprenticeship place to local people
- We regularly assess the impacts our business has on the local community and engage with the affected stakeholders
- We make sure that local and indigenous people are treated fairly and equally by being in permanent dialogue with them through regular meetings of the resident association and the local chamber of commerce
- We regularly donate linen, towels, furniture and electrical equipment to local charity organizations
- We support our local initiatives aim to protect our beaches and dunes by regularly organizing beach clean-ups with guests and employees
- We make yearly financial contributions to various local charities
- As part of our volunteer program, our employees are free to volunteer for 2 days a year for a local initiative of their choice

This policy is communicated internally and externally via staff noticeboards, supplier contracts and our tour operator lounge.



## Environmental Policy

Baron Resort Sharm El Sheikh is aware of the need to carry out its activities with appropriate respect for the environment and committed to comply with the following environmental goals:

- 1- To rationalize and make good use of natural resources, to reduce the impact on the environment, by minimizing the consumption of resources and promoting energy-saving and efficiency in its facilities.
- 2- To continuously improve and prevent pollution, by implementing the necessary measures to reduce environmental effects and prevent potential accidents with an environmental impact.
- 3- To continuously update the environmental program, by setting objectives and goals as part of our environmental management system.
- 4- To continuously adapt to the applicable environmental legislation and regulations, in addition to other requirements which must be met by the company.
- 5- To promote environmental education and awareness amongst our employees, as well as our customers and collaborators in relation to environmental protection, by providing information about all the actions carried out within our company.

### Our Objectives

To achieve our environmental goals we will:

### Energy and Water

- We seek to reduce the amount of energy & water used as much as possible.
- Lights and electrical equipment will be switched off when not in use.
- The energy consumption and efficiency of new products are taken into account when purchasing.

### Supplies

- we evaluate the environmental impact of any new products we intend to purchase.
- We favor more environmentally friendly and efficient products wherever possible.
- We reuse and recycle everything we are able to.

### Maintenance and Cleaning

- Cleaning materials used will be as environmentally friendly as possible.
- Materials used will be as environmentally friendly as possible.
- We only use licensed and appropriate organizations to dispose of waste.

Our policy has been communicated to our entire team and is available to the public, our customers and our collaborators

## Grievance policy and process

### Purpose of the policy

The Grievance Policy enables employees to raise issues that they are unhappy about at work and to ensure they are quickly resolved.

### Employee's responsibilities

- To raise the grievance informally as soon as possible with their immediate line manager or their manager's manager.
- To provide evidence for their case, for example, by keeping a log of the incidents that are causing the grievance.

### Manager's responsibilities

- To listen objectively to the grievance from the employee's perspective and recognize that no grievance is trivial to the employee raising it.
- To seek to resolve the issue as soon as possible.
- The manager is responsible for the application of this policy in their work area.

### Process

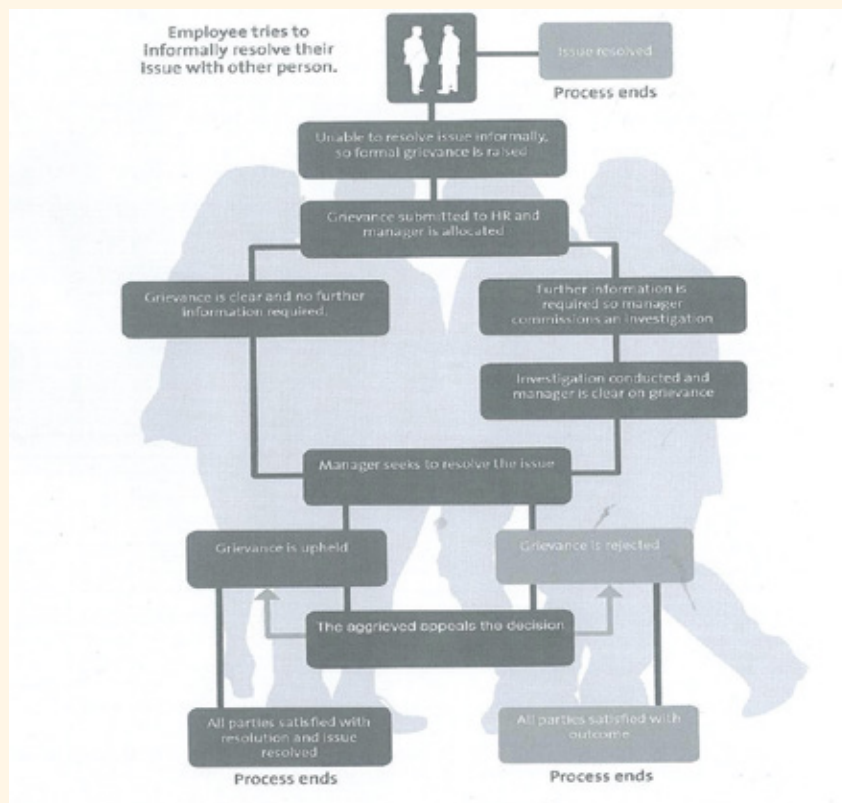
#### First steps/informal process

- If an employee wishes to raise a grievance, they should first try to resolve the issue informally. It is recommended that they try talking to the person whom the grievance is against as a first step. If that is not possible or too uncomfortable, they should talk to their line manager, another colleague or manager.
- The representative will be able to help the employee with trying to resolve the issue quickly and informally. They may also help by organizing a meeting with the person who has aggrieved them, along with another objective person, and by helping to find ways to remedy the situation.
- If the aggrieved employee is not comfortable approaching the person directly the manager may need to act as a mediator between both parties to try to resolve the issue

## Grievance policy and process

### Formal grievances

- The employee will need to provide evidence to support their case. In most cases it is helpful to keep a log of incidents if the grievance relates to behavior that has been on-going.
- The HR department will check that all possibilities for resolving the grievance informally have been exhausted, and may speak to the line manager (or their line manager if the grievance is against the employee's line manager) as part of that process.
- HR will also check whether raising a grievance is the appropriate process to resolve the issues (for example, if someone is not happy with a recent disciplinary sanction, they must use the appeal process within the appeal policy), and they will check that the suggested remedy is feasible. If not, they will let the employee know that the grievance is not accepted, and will advise on what to do instead.
- If a grievance is accepted a formal investigation with whom the grievance is against. If the outcome of the investigation into the grievance involves taking disciplinary action against the alleged perpetrator, then must follow the Disciplinary Policy. They can tell the person who raised the grievance that they will be taking formal action under the disciplinary policy, but they cannot give any further detail (e.g. the level of sanction), which is confidential.



## HEALTH AND SAFETY POLICY

Baron Resort Sharm El Sheikh is committed to giving the highest priority to the health and safety of the guests, employees and all parties affected from our operations.

### **Aims & Objectives**

At Baron Resort Sharm El Sheikh we work hard to provide a relaxed and safe environment. Safety considerations are a part of our daily work. This policy document is prepared to outline the following health and safety aims and objectives:

#### **Fire Safety:**

- We carry out controls of the evacuation routes, fire equipment, fire alarm system as per legal and our system requirements
- All our employees are trained for use of the fire-fighting equipment
- All our employees are trained for fire evacuation drill and this training is repeated regularly
- We have our own emergency team for fire situations that may appear in any place

#### **Emergency Cases:**

- We have emergency operation plans for various emergency cases and they are announced on staff boards
- There are at least 2 trained first aiders per shift in the hotel who are able to provide assistance in any health emergency until the arrival of the ambulance. We also have doctors on call 7/24.

#### **Labor Safety:**

- We provide, manage and maintain a work environment which is reasonably practicable, safe and where risks to health are controlled.
- We provide adequate and appropriate facilities and arrangements for welfare at work.
- We ensure that our staff are fully trained in their responsibilities and given all appropriate information, training, equipment and supervision in their tasks.

#### **Food & Hygiene Safety:**

- We will strictly follow the guidelines of food & hygiene safety standards.
- We will provide the necessary organization, expertise and resource for the inspection and auditing procedures to ensure that there is effective management of food and hygiene safety throughout the property.

#### **Other:**

- We remain alert to keep an eye out for things that seem not be ordinary and we carry out risk assessments in all hotel areas with a frequency relevant to their harm.
- We carry out preventive maintenance of our buildings and equipment for continuous safe environment

This policy is communicated internally and externally via staff noticeboards, supplier contracts and our tour operator lounge.

## HUMAN RESOURCES POLICY

In Baron Resort Sharm El Sheikh we believe that our employees are our most valuable asset. We make an effort to develop the abilities and productivity of our staff. We encourage a work culture, foster relationship with them at every level in the organization and make them to express their views and share their ideas to bring about improvements in the organization. Our employees take pride in their work as they are given due respect, and by being empathetic and sensitive to each other's needs. We could make every endeavor to foster a productive culture throughout the hotel.

### **Treatment:**

Guarantee fair and decent treatment, which respects the different cultural sensitivities. This treatment does not allow discrimination due to nationality, social group, age, gender, disability or religion, excluding any type of abuse or harassment and establishing the necessary health and safety conditions in the jobs.

### **Employment:**

Have in place recruitment and selection procedures that guarantee equal opportunities, evaluating the candidates with clear criteria in order to identify the ideal skills for the job, as well as ensuring strict compliance with the current legislation relating to recruitment.

### **Development:**

Recognizes the importance of developing employees and understands that employees are key to success; therefore, encourages staff to be continually improving their skills and abilities and acknowledges that training and development of staff provides benefits both to employees in terms of their overall career and prospects for advancement within the hotel, as well as being central to the success as a business.

### **Remuneration:**

Tailor the remuneration and social benefits policy to: the economic and social framework, the level of responsibility assigned to each post, performance and the achievement of objectives; in a fair way and in accordance with the standards established.

### **Workplace safety:**

Managers must seek to make the workplace environment healthy. Seeking to ensure the wellbeing and healthiness of staff serves the interests both of the hotel and of its employees. Staff are responsible for taking care of their own health. The working environment shall be free of harmful substances and other hazards, as far as possible. Staff must also comply with requirements regarding safety and care in their work. In a workplace where handling of hazardous substances is necessitated by the nature of the work, it shall be ensured that the utmost safety is observed, and clear instructions shall be given on the response to mishaps and accidents. It shall also be ensured that overtime is within reasonable limits.

## **HUMAN RESOURCES POLICY**

It is the responsibility of Human Resources department to design, manage and distribute the human resources procedures. Each head of department is responsible for applying this Human Resources Policy and complying with its corresponding procedures

## Purchasing Policy

According to the General Policy of Baron Resort Sharm El Sheikh concerning the protection of the environment and the reduction of pollution we developed the following policies for purchasing department:

- Following the legislation and laws associated with preservation of the environment.
- Relying mainly on local suppliers and local products.
- Focusing on environment friendly materials.
- Special clauses to be included in all contracts with the outside companies to preserve the environment and preventing pollution.
- Focusing on purchasing the washable as well as bundle packages, instead of small ones to reduce wastes.
- Focusing on purchasing the equipment and energy saving devices.

This policy is communicated internally and externally via staff noticeboards, supplier contracts and our tour operator lounge.



# Policies

Baron Hotels and Resorts Egypt