

EMPLOYEE HAND BOOK



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EMPLOYEE HANDBOOK

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FOREWORD

Dear Colleague,

It is my pleasure to welcome you to Proctor House & Golden Tulip Hotel, you have joined at a very exciting period.

Our vision "To be the leading chain of mainly 3 and 4-star hotels, with an excellent care for guest and staff, that provides a playful outlook on life, Work and travel, enriched by local culture of the markets where it has chosen to operate. The group's common objective is to maximize revenues and profits by utilizing all opportunities and synergies the chain is offering, whilst implementing the brand signature" PLAYTIME. ANYTIME. I hope your employment into Proctor House/Golden Tulip Hotel will help promote and sustain this vision.

This employee manual provides you useful information about Proctor House/Golden Tulip Hotels' policies, practices and procedures and it is aimed at providing clarity as regards all human engagements within the company, to ensure the delivery of improved performance through better management of our most valued resources – our PEOPLE.

The policies apply to all categories of employees of Proctor House/Golden Tulip Hotel except where individual contract of employment is qualified and states differently. All employees are required to get themselves acquainted with the guidelines provided in this manual.

The manual is to be read in conjunction with employee's contract of employment and relevant Legislations. If there is any doubt about the meaning or understanding of any statement contained in this manual, please do not hesitate to consult your **Line Manager(s)** in the first instance or **Human Capital Manager** subsequently, if not satisfied.

Where this policies and procedures are intentionally **breached, necessary disciplinary action may occur, and this may lead to termination of employment, and in some cases, criminal charges and or civil/ liability.**

Socio-economic, political and environmental changes which have business implications may result in review and or update of part or whole of this policy provisions.

When a masculine gender is used in these condition of service, it refer to both male and female employees. The words employer and management are used interchangeably. An employee refers to a person on a permanent employment contract. The words employee and staff are used interchangeably.

I hope the employee manual will help you understand our organization as I wish you a successful career with Golden Tulip Hotel

Yours Sincerely,

HC & Admin. Manager, Proctor House & GOLDEN TULIP IBADAN

1.0. INTRODUCTION

PLAYTIME. ANYTIME. (Brand Signature)

Golden Tulip Ibadan is a first-class International Business Hotel with **60** guestrooms of different categories located at G.R.A, Jericho, Ibadan; with the central office located in

Dolphin Estate, Ikoyi. The hotel is set in a serene and spacious grounds ideal for both business and leisure guests. The hotel offers various business and relaxation facilities such as a restaurant, pool bar, swimming pool, gymnasium, meeting rooms for up to **500** delegates.

The **Golden Tulip Ibadan** has become a part of the **Golden Tulip hotels** chain which started operations in the early 1960s in the Netherlands. Since then, the chain of hotels has expanded across the globe, always in step with the changing needs and expectations of our customers. As part of the [Louvre Hotels Group since 2015](#), the worldwide hotel chain operates three well-known hotel brands: Tulip Inn, Golden Tulip and Royal Tulip with a total of over 1170 hotels in over 51 countries, the group recently announced its merger with Jin Jiang International Co. Ltd, one of China's leading travel and tourism conglomerates. Each brand combines the hotel chain's commitment to high international standards with the unique personality of the people who manage it and embracing the local culture. The result is a stay as inspiring as it is pleasurable.

The Golden Tulip Hotel provides a playful outlook on life, work and travel. Aligned with the business travellers' behaviours, our hotels encourage guests to mix work and play, allowing them to live and share unique and playful experiences; by highly skilled personnel offering warm, friendly and welcoming services that will inspire and unfailingly exceed guest expectations.

OUR GOLDEN RULE: work hard, play hard. Who said to never mix business with pleasure? Not us. We say do it whenever you can. At Golden Tulip we see guest stay differently, because every moment is turned into a chance to play. It's not just a business hotel: it's playtime, anytime.

1.1 Mission Statement: Golden Tulip Hospitality Group –First in Quality

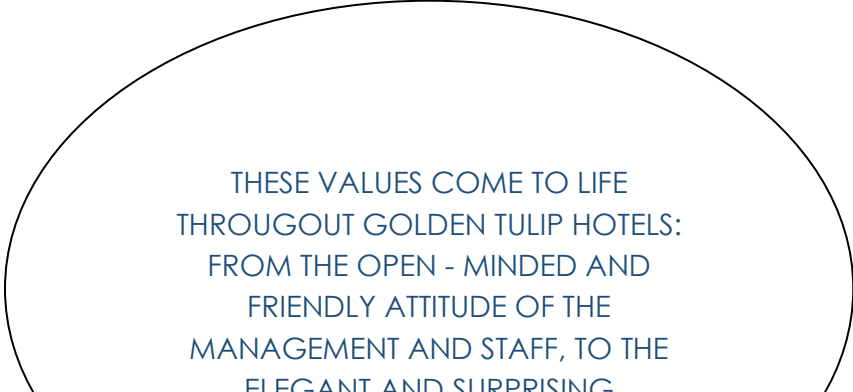
"To be the leading 3 and 4-star hotels, that deliver exceptional hospitality experiences by living a genuine culture of integrity, surprising guest service and blurring the lines between work and Play".

Vision Statement: Golden Tulip Hospitality Group

- "To be the leading Hospitality Group that provides a playful outlook on life, work and travel, enriched by local culture.

• **GOLDEN TULIP'S BRAND VALUES**

- Openness•
- Surprise•



THESE VALUES COME TO LIFE
THROUGHOUT GOLDEN TULIP HOTELS:
FROM THE OPEN - MINDED AND
FRIENDLY ATTITUDE OF THE
MANAGEMENT AND STAFF, TO THE
ELEGANT AND SURPRISING

- Fun•
- Complicity•
- Intelligence
- Generosity•
- Elegance•
- Sharing•

- This Eight Shared values are key in the professional and social behaviour in order to represent the hotel and its organisation.
- Staff will be continuously trained to achieve the mission and values of the hotel in order to ensure that we meet and exceed the expectations of our cherished guest.
- In this light, we believe in providing quality service by bringing a playful outlook to business travels, complying with hospitality standards and all other health and safety regulations that are required in the industry.

1.2. Objective of This Employee Manual

The continued success of Proctor House & Golden Tulip Hotel depends on the effective and efficient performance and achievements of our people. It is therefore the role of all managers/supervisors to ensure sustained growth of our business by effectively managing our people towards being a service-oriented hospitality for which we are reputed for. This Manual communicates Proctor House & Golden Tulip Hotel's HR Policies, which has been developed to assist management in performing this role, and in their day to day people management decisions.

1.3. Application/Scope of Manual

The policies and procedures stated in this document apply to all employees of Proctor house & Golden Tulip Hotel. It is to be used by management and staff as guideline within which they are required to make their day-to-day people management decisions relating to employees.

1.4. Disclaimer

The Executive Management of Proctor House & Golden Tulip Hotel reserves the right to make necessary changes to this manual, when required, in the best interest of the business and its

employees. Efforts would however be made to communicate such changes at the earliest possible time.

1.5. Access to the Manual*

The document will be printed for quick personal reference but it remains the property of Proctor House & Golden Tulip Ibadan Hotel.

2.0. GENERAL POLICIES & PROCEDURES

2.1 Responsibilities of the Company

The company provides every employee with an opportunity to develop his/ her talents to the maximum by:

- a. Providing necessary facilities and conducive working environment.
- b. Giving fair consideration and equal opportunity to staff in matters of engagement and promotion on basis of merit.
- c. Providing security of employment and good conditions of service
- d. Creating healthy industrial relations policies which allow employees raise and discuss when necessary, any personal and/ or collective grievances affecting and their work.

2.2 Responsibilities of the Employee

The Company expects from its employees, among other things, the following:

- a. A sense of responsibility for an involvement in the quality and quantity of work produced by him/ her and for which he/ she is employed.
- b. To exercise care and attention in the use of all machinery, equipment, vehicle, tools, materials and all other facilities provided for the use of the employee.
- c. To co-operate and establish cordial relationship with fellow employees' and management.
- d. To follow instructions faithfully.
- e. To maintain utmost confidentiality with regard to the handling of corporate information.

2.3 Recruitment, Selection and Placement

Proctor House/Golden Tulip Hotel is committed to a policy of treating all employees and job applicants equally and recruiting the most suitable person for each vacancy. We are an equal opportunity employer, no employee or potential employee will receive less favorable treatment during the recruitment and selection process on the grounds of race, religion, ethnic origin, gender, condition of employment that cannot be justified on the requirements for the position. **We** however place high premium on sound academic and professional background with impeccable personal character and possible reference from persons of acceptable social standing.

2.4 Pre-Employment Medical Evaluation

In compliance with the Nigerian Labour law, every prospective employee selected for appointment for an established post shall be required to undergo a medical examination which assesses their physical and mental fit for the job being offered. These examinations shall be conducted by the Hotel's appointed Medical practitioner.

2.5 Commencement of Employment

The effective date of employment shall be the date agreed by both parties and as stated in the contract of employment. Failure to present for work on the agreed date shall alter the stipulated date and the actual date of resumption restated on the contract of employment.

2.6 Probation, Attestation, Reference and Guarantor Letters.

All employment is subject to successful completion of a probationary period of six months; an attestation or reference letter from any of the following: former employer and former colleague. Confirmation of employment is subject to an indemnity from a guarantor against employee's fidelity risk. Probationary period may be extended, the appointment confirmed or terminated subject to satisfactory performance.

During this period either party may terminate the contract, as stated on individual employee contract.

2.7 Staff Personal Record

All staff members must provide full information on the form provided by the HR Department with supporting documents which would be placed in a file secured by the HR Department and access will only be granted to Human Resources Officers or Manager only where required and for business purposes only. The information record must be updated yearly or as the occasion demands such as changes in marital status, family size, next of kin, residential address etc. but excluding date of birth.

Employment secured through fraudulent claims and information shall be terminated at the confirmation of such fact. Where an employee fails to update personal records, such an employee shall be liable for the consequences of non-compliance.

2.8 Confirmation of Appointment.

On the satisfactory completion of probation period employee is issued a letter of confirmation.

2.9 Transfers

All employees undertake as condition of employment to accept redeployment or transfer from one duty station to another, as deemed necessary by the company. When the need arises for transfer, Golden Tulip Hotel shall provide transportation, accommodation and feeding or payment in lieu for a period of 30 days.

2.10 Employment of Relatives

If existing staff become relatives by virtue of marriage or where a relative joins the company, the staff must declare the relationship within 30 days. The company will also ensure that: where two employees get married, involved, or related in whatever manner, may be relocated to separate business units if vacancy exist in that unit.

A maximum period of three (3) months is allowed for such employees to take a decision about the future of their employment with the Hotel. The Hotel expects either of the married staff to offer to resign his/her appointment in line with the policy of not employing married staff.

However, a relation of an employee may be hired, if such a relation is considered a critical resource whose disengagement has implications for the Hotel's business operation and success. Nevertheless, placement of such resource shall not be in an area where one of them will have influence over the performance and progress of the other.

2.11 Change of Name/ Personal Status

Where an employee intends to make name change from available records, such must be brought to the attention of Human Resources Manager with a letter conveying such intention. Such request must be backed with a sworn affidavit and a placement of the intention as an advertorial in a national newspaper together with a marriage certificate; if applicable.

2.12 Confidentiality

All information regarding your terms and conditions of employment, other information concerning the Company's business, trade secrets and affairs must be treated as strictly confidential at all times whilst in the employment of the Company and thereafter not disclose such information to any person without prior written authorization from the Company.

2.13 Copyright, Patents and Intellectual Property

Any product/ system/ procedure etc. invented or developed by an employee during the course of his/ her employment with the Company, whether directly or indirectly related to the nature of the employee's nature of work, remains the property of the Company even after the termination of the employee's service with the Company.

2.14 Service Award

Proctor House/Golden Tulip Hotel values its long-term employees and always recognizes their services to the hotel. All employees who have completed anniversaries of 5 & 10 or more years of continuous service are to be presented with cash award which is at management's discretion.

3.0 CONDITIONS OF EMPLOYMENT

3.1 Hours of Work and Shift Duty.

The Hotel operational activities run two shifts of Morning and Night in a day to cover 24 hours of service/5 days a week, and any employee may be required to work in any assigned shift/day, Saturday and Sunday inclusive. The Sectional/Departmental Manager will advise the employee on the shift duty accordingly thus;

- Morning Shift -
- Afternoon Shift -

One hour of lunch break is allowed for all employees.

All operational staff **MUST** be at their respective duty post by the stipulated time as stated above.

An employee is engaged to work for a minimum of 48-hours, except otherwise stated in individual contract of employment.

For other non-operational staff, the official resumption time is 8.00 am – 5pm on every work day (Monday – Friday). ***This may however be extended for exigencies of duty and the need to meet an urgent task in the interest of the business.***

Working hours could be rearranged to meet company's operational requirements and will be in accordance with relevant provisions.

Employees may not be allowed entry into the company premises after close of business except with permission by designated officer.

3.2 Attendance and Punctuality

Objective

To develop and manage a time and attendance system that will ensure regular employee presence at stipulated time such that every employee attend to the work assigned to them. It is also intended that errant employee should be appropriately sanctioned, and if it becomes habitual stiffer disciplinary measure would be applied.

3.3 Attendance

Employees are required to report for duty at the time specified. No employee should leave the office until he has completed their assigned duties or alternatively has permission of his/her supervisor to do so. Employees are expected to seek approval at the appropriate level if for any reason they will be unable to report for duty and such approval must be **communicated to the HR department in writing**, otherwise they will be treated as been absent. Where employees are absent from work without approval, they are expected to provide explanation in writing for such absence.

3.4 Lateness

An employee who frequently reports late for duty may be deemed not to have shown enough commitment to his/her duties and the company, see clause 3.5 Incident of habitual late coming to the office shall attract a written warning and where it is observed that there seems a persistent practice, the employment of such staff may be determined.

3.5 Absenteeism

If an employee is unable to report for work due to any unavoidable circumstance, and without prior permission of the supervisor, the superior officer must be promptly informed. An employee who failed to report for duty, on two consecutive days because of illness is required to notify the Company of such illness without delay. A medical certificate signed by a certified Medical Doctor shall be required after a period of absence due to illness.

An employee who is persistently absent from work shall be made to face necessary disciplinary action.

Unauthorized absence may also be classed as misconduct, a disciplinary offence under the company's Disciplinary Procedure. Action may include termination of the employee's employment.

3.6 Attendance Records

Employee attendance records shall be maintained by the Human Resources department and this captures individual employee attendance reports.

Attendance is automatically captured and a report is generated for HR analysis and report. Employee who violates the attendance rules will be issued warning letter, suspended from duty or deduct the equivalent sum of man hour loss from his/her salary or may have his/her appointment terminated in proven cases of habitual late coming. The feedback from the Attendance register report is reflected in the employee's performance review at the end of the year.

3.7 Overtime

Overtime as a regular feature of employment is viewed as undesirable. Departmental work schedules are to be arranged in a manner to ensure that each department is able to deal with all regular and routine work without the necessity of working overtime. This does not foreclose the need to work extra hour in accordance with business and operational requirement.

4.0 VACATIONS & LEAVE

4.1 Annual Leave

An employee is entitled to Annual Leave at the anniversary of his employment. The number of days shall be as stated in the Leave Form or letter of advice. An employee that is recalled from annual leave shall recommence the outstanding days at the earliest viable time. Heads of Units shall submit their handover notes to their Departmental Heads, before they proceed on Annual Leave. The note to be submitted should include the name of the relieving officer who will take responsibility in the absence of the incumbent. In addition, every employee shall submit detailed contact address including telephone number as a condition precedent to proceeding on annual leave.

4.2 Splitting of Leave

Employees may be allowed to split their annual leaves days' entitlement. When such splitting is allowed, it shall not be more than twice in any leave year and within the stipulated period. Approval of annual leave shall be by the employee's line manager taking cognizance of similar or other leave previously taken by the staff. Where the line manager is not around, a staff higher in rank in the same department shall sign/approve.

Where the staff seems to be the next in line to the Line manager, such a staff cannot proceed on his annual leave except with the approval of Manager, Human Resources.

4.3 Compassionate/Casual Leave

Where an employee has enjoyed his annual leave for the current year but have an emergency situation, he may be granted a **casual or compassionate leave**. The number of days so granted shall depend on the gravity of the problem.

However, the total number of days that may be granted as [casual or compassionate leave within a year shall not exceed 7 days](#).

[Personal programmes such as marriages, family engagements, religious activities, shall not be considered for compassionate leaves. Such should be utilized from their annual leave days.](#)

4.4 Examination Leave

An employee that is undergoing a relevant academic programme of development may be granted **Examination Leave** on submission of relevant documents such as admission letter, course registration form and examination time table.

Employees are advised to plan and schedule their annual vacations for the period of their intended examinations. This is to enable them have the opportunity of more time for study and preparation for such exams. If the exams exceed the approved days, the balance will be deducted from the annual leave.

4.5 Maternity Leave

A female employee shall commence on **maternity leave** on presentation of an application together with a report from her certified Obstetrician stating her Expected Date of Delivery (EDD) and the day the leave should commence. Maternity leave shall have **duration of Sixteen (16) weeks**.

If an employee applies for maternity leave before confirmation as a full staff, such employee will only be reabsorbed if vacancy still exists in the job she last held.

A lady shall not enjoy both maternity leave and annual leave within the same calendar year. However, she shall be entitled to payment of annual leave at the commencement of her maternity leave. Maternity leave may not be taken twice within 24 calendar months

4.6 Paternity Leave

The Hotel in complying with international best practice and ILO convention, will grant paid time off work for a **maximum of 5 working days**, to care for a child or make arrangements for the child's welfare.

4.7 Overstay Leave

Any employee who exceeds his/her leave period after two (2) days without notifying management (such as sickness not supported by medical certificate) the employee will be treated as being absent from duty without permission and in breach of his agreement, **the employee shall be deemed to have terminated his/her appointment voluntarily**.

4.8 Sick Leave

An employee who is ill shall be required to notify his/her Head of Unit or the Human Resources Manager at least 5 hours before the time he/she is expected to commence duty and thereafter deliver a sick leave certificate to the Human Resources Manager not later than 24hrs from the time of resumption of duty. Where the sick leave certificate is not delivered after 48 hrs. Such employee will be considered as absent from duty without permission and shall be treated as such.

Only sick leave authorized by medical doctor of one of the hotels retained hospitals will be accepted where sick leave is granted by medical practitioner not in the employ or registered with the hotel, the employee may be required to be examined by the company medical officer or by the doctor nominated by the hotel.

4.9 Prolonged Illness

In case of a prolonged illness of an employee; for the first 6 months of such prolonged illness he shall be entitled to full pay (salary only). For the second 6 months he/she shall be on ½ pay. If at the end of one year, he/she is still unable to resume duty he/she will have to undergo a medical examination to ascertain his/her suitability for further employment.

4.10 Public Holidays

The company observes all Federal Government declared national holidays. Employees whose annual vacation falls during national Holidays will be allowed the equivalent additional days when computing their leave days.

This does not however apply to employees on training program.

5.0 COMPENSATION & BENEFITS

5.1 Compensation Policy

The objectives of the hotel with regards to compensation are: -

- (a) To ensure that all employees are appropriately compensated and rewarded.
- (b) To provide remuneration structure that is capable of attracting, retaining, rewarding and motivating suitable candidates at all levels of responsibility.

Employee's remuneration will be stated in their contract of employment. Salaries paid are in arrears in twelve monthly instalments per year via credit transfer into employee's designated bank account acceptable to the company.

Employees will be given an itemized pay slip every month that shows breakdown of salary and any allowances if applicable, as well as deductions, including but not limited to income tax, insurance and pension contributions.

It is the employee's responsibility to maintain any deductions or repayments due to all obligor. The hotel will not underwrite any loans undertaken by any employee.

Some employees may be entitled to certain allowances. If applicable, such allowance will be outlined in the employee's contract of employment or an addendum to it.

5.2 Remuneration

Employee remuneration shall consist of items listed in the letter or offer of employment and other allowances as may be advised by management to the employee from time to time. Any review of employee remuneration shall be confirmed through a letter to that effect. [The Organisation and Hotel places high premium on dedication, demonstration of knowledge and skill, team work, honesty, integrity and cost awareness. It shall also ensure the principle of equity through "no work no pay".](#)

5.3 Confidentiality of Remuneration

The remuneration for each employee is personal to him/her and strictly confidential. It is therefore not meant to be disclosed to colleagues or people outside the organization including industry competitors.

5.4 EMPLOYEE BENEFITS

5.4.1 Employee Compensation Scheme

In compliance with statutory provisions, all employees are covered under the Employee Compensation Scheme which makes comprehensive provision for the payment of compensation to employees who suffer from occupational disease or sustain injuries arising from accident at workplace or in the course of employment.

5.4.2 Group Life Insurance

As stipulated by Law, all employees are covered under a group life insurance policy which provides for the payment of death claims to named beneficiary (ies) of any employee who dies while in employment of the hotel. This payment will be made with the submission of specified documents in respect of the deceased employee by the family and or the company.

5.4.3 Workmen Compensation

Compensation shall be paid in accordance with the workmen's/staff compensation act as amended. All accidents must be reported and records of these must be kept by the human resources department. The hotel operates group accident insurance scheme covering employees from home to work, throughout the time they are at work and from work back home.

5.4.4 Pension Scheme

The hotel operates a pension scheme in line with the pension act of 2004 as may be amended by government from time to time. Presently, **Leadway** is the fund manager for the pension scheme however an employee may utilize a Fund Manager different from the above as may be approved by the organisation. The employee contributes 8% of his salary per month and the management contributes 10% percent to the fund.

In the event of death of the employee prior to his/her resignation or termination of his/her contract, the designated beneficiary(ies) of the decease employees will be entitled to accumulated value of the deceased participant's account

5.4.5 Employee Medical Scheme

Golden Tulip Hotel provides a Medical Scheme to employee that takes care of their health and family members. The Medical scheme is managed in conjunction with our Health Maintenance Organization (HMO) and covers all permanent employees upon joining the hotel, their spouse and up to 4 registered children.

5.5 First -Aid -Treatment

The Hotel maintains a First-Aid-Box for employees during working hours. The treatment from this is not a substitute to visit medical centers but to give a temporary relief to staff in case of sudden injury or health discomfort arising during the course of work. Employees are requested to obtain further clarifications in this regard from HR/Administration Department.

6.0. CODE OF CONDUCT

6.1 General Appearance

Personal hygiene is essential and professional appearance cannot be compromised. Always maintain a neat appearance and present yourself in a courteous and professional manner at all times. As you represent the company, you are expected to maintain the high standard on which we pride ourselves and which our reputation depends.

6.1.1 Staff Uniform

The Hotel provides uniforms that must be clean and ironed, not worn outside hotel except during outdoor service (F&B). Name badges shall be properly worn on the left breast pocket. Shoes must be black or brown. Trainer's shoes and white/black socks are acceptable for recreation staff. Personal telephones must not be carried by staff on duty.

6.1.2 Hair

Every employee must always be clean, tidy and well groomed. Male employees are only should keep hair above collar and in classic cut and should be kept neat and presentable. Female employees should keep hair off the face and tied back in classic manner with simple hair accessories. Only black or brown colored hair is allowed which should be neat and tidy at all times.

6.1.2 Make-up

Ladies are permitted to wear makeup, however, it should be done in a conservative, presentable and professional manner. Gentlemen- the use makeup is prohibited for you.

6.1.3 Shaving

Gentlemen should maintain clean shave at all times with side burns not below the ears.

6.1.4 Jewelry

Excessive jewelry should not be worn. There should be no fashion accessories and jewelry (except wrist watches and wedding rings). No facial studs, nose rings, eyebrow rings, tongue rings or lip rings are permitted. Only 1 pair of earring is to be worn at a time. Men are not allowed to wear earrings. Jewelry worn in areas in which it may contravene health and hygiene regulations is not permitted.

6.1.5 Hygiene

Your personal hygiene not only affects you, it affects others around you as well. Ensure to always have clean hands and remember, clean hands prevent infections and spreading of disease. Ladies should have trimmed nails without flashy colored polish while Men should ensure nails are short and kept clean.

Remember to shower regularly and no strong perfumes should be used except mild deodorant. Also, brush your teeth regularly to avoid mouth odor and prevent dental problems.

6.1.6 Eye Contact

Look at your colleagues and guests when talking to them. It shows interest and concern but don't stare! This makes people uneasy and its rude.

6.1.7 Facial Expression

A guest/client expects a smile; it costs nothing to give a smile and a smile can overcome many minor problems. So remember, a fresh smiling face, not a dull uninterested look.

6.1.8 Posture

Ensure to stand erect, smart and positive. Do not slouch, lean or fidget at your workstation, it gives a weary impression of yourself and the company.

6.1.9 Speech

Voice tones reflects attitude; severe tone gets severe response. Bored, mumbled speech creates indifference. Clear, pleasant tone prevents misunderstanding and implies you know what you are talking about. Therefore, ensure to speak in a clear, courteous and pleasant tone to all guests/clients.

You should also speak to your colleagues and superior in a courteous manner. Do not use abusive or insulting language when addressing colleagues or superior.

Any employee not complying with these prescriptions should expected to be verbally reprimanded and if no improvement, appropriate disciplinary steps shall be taken against him/her.

6.1.10 Noise

Whilst at work be as quiet as is practical. Radios, tape recorders etc. must be at an unobtrusive volume level. Be aware that your voice can travel great distances and can be disturbing to fellow employees and guests. Please refrain from talking loudly or shouting.

6.1.11 Personal Mail

DO NOT use company mail for personal mail. All personal mail must be directed to your home address.

6.1.12 Internet and E-mail

Internet and e-mail access is restricted to those for operational purposes. Please comply with Company's electronic communications policy.

6.2 Lockers Room/Layovers

The hotel provides lockers room (male and female) equipped with showers, toilets and lockers. The toilets and showers provided in the dressing/locker rooms are meant for use by employees, no employee is allowed to use guest toilets. Staff shall not misuse the facilities provided and shall maintain the dressing rooms in clean and perfect condition. Disciplinary actions shall be taken against any employee who misuses these facilities which is not limited to suspension from work without pay.

6.3 Telephone

It is not allowed to make or receive personal phone calls especially by or from mobile phones, while on duty. All GSM phone handset must be left in the locker rooms. Please try to arrange your affairs in a way that it won't be necessary for you to receive calls during working hours. However, in the case of emergency, there will be an exception.

6.4 Staff Canteen

The staff cafeteria is open every day for the use of employees while on duty. Employees are to take their meals in cafeteria and not in other location, meal times are fixed for 30 minutes but the actual time an employee can take is determined by the employees HOD taking into consideration the exigency of the job.

6.5 Relationship with Clients

Employees shall not solicit, make or receive any bribe or gratuitous payment whatsoever in relation to company's business or otherwise do any act which may have an adverse effect or be prejudicial to the business, reputation or goodwill of the company.

Interaction with customers should be kept professional and within boundaries of the work place.

Any relationship that falls outside of normal work-related interactions and communications, which might include asking for any type of support, buying and selling, soliciting, relations, conversations that might be deemed as romantic or sexual in nature with guest/customers will be considered as inappropriate behavior. Any persons found to have developed this type of relationships will face disciplinary action, up to and including dismissal from employment.

All relationship with clients of the Company should therefore be professional, transparent and maintained at all levels above board. Under no circumstance should an employee of the organisation enter into personal business relationship with customers of the Company.

Employees should be aware that engaging in unacceptable or unlawful behaviour may lead to them being held personally liable to prosecution and penalties imposed by courts or government agencies for breach of operating guidelines.

6.6 Divided Loyalty (Conflict of Interest)

Working for and, or receiving salary and, or allowances from any employer other than the company is forbidden. Employees must not own or have part ownership in any other organization that would affect their allegiance and loyalty to Golden Tulip Hotel. Maintaining a relationship with any individual, financial body or Company conflicting with the Company's interest will be seriously questioned.

6.7 Use of Company's Assets/Premises

Use of Proctor House & Golden Tulip Hotel assets shall be restricted to official purpose for the Company. Exceptions to this provision shall be in respect of company's assets assigned to and provided for employees of the company/hotel as benefits-in-kind included in their compensation packages.

6.8 Access to the Company Premises

Access to the Company premises outside official hours shall be restricted to the purpose of conducting official hotel business and that shall be with due approval from HR/Admin Department.

For this purpose, an Off-Hour Duty Register shall be maintained at the Security post. Any employee that comes into the office on non-working hours must indicate by signing this register.

6.9 Private Visitors

The office hours are meant purposely to perform official activities in a manner that will be devoid of any distraction. In this regard, private visitors during official hours are highly discouraged. Except for purely official business transactions, no employee is allowed to receive personal visitors during the working hours.

6.10 Merchandising on Hotel Premises

Proctor House/Golden Tulip Hotel is a hospitality-service organization. Merchandising of goods and services by employees and on employees for personal gain on the hotel premises are prohibited. Violation of this provision shall attract disciplinary measures.

6.11 Smoking

Smoking in the hotel premises and while on duty is prohibited. This is more so that colleagues and our valued clients are undeservedly turned into passive smokers. This policy position is also in consonance with the Federal Government of Nigeria's warning against smoking in

public places including office environment. Breach of this policy shall attract disciplinary measures as stipulated in the Annexure to this handbook.

6.12 Alcohol & Drug Abuse

Proctor House/Golden Tulip Hotel recognizes that misuse of drugs and alcohol is a societal problem with potential to impact on the health and safety of employees, customers and visitors; operational and business decision making.

Employees are therefore to present for work in the right state of mind without the influence of any substance that might impair judgment, performance, physical and mental dexterity including alcohol, Narcotics and illegal drugs of any kind.

Failure to adhere to this shall attract severe disciplinary sanctions.

6.13 Fighting in the Office

Physical combat, altercation or assault of any kind in the office or within its immediate surrounding is strictly forbidden, and will result in summary dismissal. Use of abusive language towards customers or Co-worker is an unacceptable behavior, and attracts sanctions.

6.14. Use of Company Name

The use of the Proctor House/hotel's name or logo without management approval is disallowed. Such use may be perceived as endorsement or sponsorship by the Company of the views, beliefs or activities of an individual or external organization. The use of official Company Stationary items including letter head paper, note pads, envelope and other similar company properties is limited to official business of the Company.

6.15. Internal and External Communication

An employee of the company shall not publish newspaper articles or broadcast on radio, television, newspapers, social media or other information dissemination medium, any subject having direct or indirect relationship to the activities of the hotel unless the text of the article or Radio/TV/social media talk has received prior clearance or concurrence of Executive Management. If any employee wishes to express views on matters unrelated to the hotel's business, he may do so but it must be clearly stated that he is not representing the views of the company.

6.16 Discrimination and Harassment

Proctor House/Golden Tulip Hotel is committed to providing a safe environment for all its employees free from discrimination on any ground and from harassment at work including sexual harassment. The company will operate a zero-tolerance policy for any form of sexual harassment in the workplace, treat all incidents seriously and promptly investigate all allegations of sexual harassment.

Any person found to have sexually harassed another will face disciplinary action, up to and including dismissal from employment. All complaints of sexual harassment will be taken

seriously and treated with respect and in confidence. No one will be victimized for making such a complaint.

7.0 SECURITY

A safe, secure, quiet and organized environment is not only essential for the peace of mind of our guests and patrons but it is likewise also very important for our business that we as colleagues and staff can work and enjoy carrying out our tasks in a safe and secure surrounding.

Losses to the company affects the profitability and reputation of our establishment but it also directly impacts our employment benefits and personal job security. [Every employee](#) has a role to play in this regard and your support and co-operation in making our Company safe and secure will ensure that the aforementioned objectives are met.

7.1 Staff identity

You will be issued a staff identity card (if applicable to your job), which will remain the property of the Company. You will be required as a condition of employment, to carry this identification card with you at all times whilst on duty.

If your card is lost or stolen, it must immediately be reported to your Manager in order that it may be replaced as soon as possible. [You will unfortunately have to be charged for the replacement thereof. In addition, you would be required to provide a sworn affidavit and Police Report to support your claim.](#)

Damaged or worn cards, however will be replaced free of charge on presentation of the damaged card. If damage has been caused deliberately or through negligence or abuse, you will be charged for the replacement.

7.2 Name Badge

All employees who have direct contact with guests are required to wear name badges. If you are in this category of employees, please note that your name badge is not to be confused with your Personal identification card. This badge with your name on it should be pinned to your uniform at all times. You are required to pin the badge on the left side of your shirt/blouse pocket, or equivalent position if there is no pocket on the uniform.

Worn or broken badges will be replaced free of charge on the presentation of the damaged badge. Should indications of abuse or neglect be present, you may be asked to pay for a new badge.

If your badge is lost or stolen, you must report to your Head of Department. You once again be charged for a replacement badge.

7.3 Staff Entrance and Exit

The staff entrance and exists are to be use by all staff (except Executive Management) coming on or going off duty.

On arrival for duty you must present your identity card, and on arrival or departure it could happen from time to time that you are bodily searched by specially appointed security staff. Please co-operate with the Security Personnel as these searches are not only acknowledge practices in our industry, but are also in your own interest for your protection.

If any Company property being removed from the premises, a gate release form signed by the Executive Management must be produced and shown to Security. [Please consider any gifts from guests or suppliers as company property until such are declared by an authorized official.](#)

7.4 Personal Cash

All employees who handle cash will be subjected to their Department's procedures with regard to declaring/ limiting or prohibiting an employee from having personal cash on him/her whilst on duty.

7.5 Lost and/ or found property

Any loss of personal property should be reported directly to Management who will make out a report and assist where possible in its recovery and return. Any lost property belonging to the Company must be reported to your superior who must in turn report it to the Executive Management.

All recovered property must be handed to the [Housekeeping department](#) without delay, which will record a receipt for the item(s) received by them. The item(s) will remain in safekeeping of the Company until it is claimed by its rightful owner. In the case of non-valuables, item will be kept for a period of 3 months and 4 months in the case of case valuables.

All unclaimed found property will be kept by the Executive Housekeeper and will be auctioned from time to time. The only exception to this rule is where Housekeeping staff find an amount ₦500.00 left by an occupant of the room as a tip. All amounts higher than ₦500.00 must be declared to the Management, who will, upon confirmation of the tip, hand the full amount to the member of staff.

7.6 Body Search

A further condition of your employment is your consent to be searched at any time by members of the Security department, Surveillance and/or Management, as well as packages or articles in your possession, locker, quarters and of any vehicle in which you may arrive or depart from the premises or vicinity of the Complex.

These searches, will however, be carried out in an acceptable and decent manner and in the presence of a witness if so required. Each unit will provide a secure/private facility for such searches. Management will ensure that searches on female employees will be conducted by female security officials and vice-versa for the male employees.

7.7 Use of Lie Detector by the Company (Polygraph)

Where necessary, employees may be requested to undergo a lie detector test. Refusal to undergo this test doesn't necessarily mean the person is guilty of an offence, however, a negative inference could be drawn from such action.

7.8 Use of Surveillance equipment by the Company

Theft is a serious problem, especially theft from guest room. The company wishes to warn all its employees that where necessary, surveillance equipment will be used in order to protect its property and that of its guest.

Other methods intended to curb this problem may include trap measures such setting in extreme cases and use of mystery guests etc.

7.9 Packages/ Parcels

All parcels are subjected to security inspection. No packages or personal articles are to be brought into the work area. These must be left in the designated office or where applicable, in the locker provided for your use.

All suspicious looking packages or parcels in an unusual or suspicious place must be reported to Security and Management immediately.

7.10 Ex- Employees

Any employee whose services have been terminated as a result of disciplinary action or a resignation may not return to the hotel or its premises for a period of 180 days after such termination.

Hereafter, ex-employees are welcome to pay a visit to the premises but if the intention is to do damage, threaten or harm the Company's image, assets, industrial relation and/or employment relationship with its employees, Company's security measures or any other negative reasons or objectives, such an employee will be warned verbally once. If this warning is ignored, forced removal will be ordered and criminal prosecution will be instituted.

7.11 Accident and injuries on duty

All employees on duty (during working hours only) are covered through special legislation (Employee Compensation Act 2011) for loss of earnings and medical costs, irrespective of their remuneration. Any injuries sustained whilst on duty must therefore be reported to your supervisor or the Head of your Department immediately. He/she will complete the relevant Accident form for submission to the Human Resources Department for processing.

7.12 Financial Transactions

If your position involves transactions of cash, credit cards, cheques, foreign currency and guest accounts, you must comply with the relevant operating standards. In your department, you will be trained to use the correct procedure.

In the event of any discrepancies, you will be held responsible. Please refrain from conducting personal whilst at work. Gambling on the Company premises is prohibited. If you should have a query, contact your Head of Department.

8.0. LEARNING & DEVELOPMENT/PERFORMANCE MANAGEMENT SYSTEM

8.1. Objectives

Learning and Development interventions shall focus on both the individual employees learning outcomes as well as the business outcomes. Specifically, much emphasis shall be placed on business outcomes so that the Hotel can derive maximum return on the investment in terms of the resources deployed into human capacity building through Learning and Development activities.

Each employee is expected to display a commitment to personal development. This will be evidenced by the improvement in the quality of work and value; help employees develop to their full potential, the Hotel has evolved training and development programs, which has been classified as follows:

- a. On-the-job Training
- b. Internal courses
- c. External Courses within the country
- d. Job rotation/Exchange programme

8.2 Training

The Hotel considers the individual employee's performance as very critical and integral to the overall hotel performance. In this light there shall be opportunities for;

- On the job training
- Specialized training to induct, update, sustain and improve on standard operating procedure (SOP).

All newly employed workers shall undergo induction course within the first week of role assumption.

8.3 Dimensions of Learning & Development Efforts

Open Training/Courses
In-Plant /In-House Training
Feedback Sessions
Departmental Seminar

Furthermore, individual training/development needs are primarily identified during the performance review. The Hotel is committed to enlisting each employee for relevant training at least 8 hours training a year. The respective employee will be expected to pay attention to the courses and make the best of the opportunity.

8.4 Temporary Placement and Promotion.

An employee may be deployed on an acting basis in a position normally superior in the Hotels ranking order. Such temporary deployment shall be construed as part of the employee's training and shall not attract monetary payment.

Where an employee is deployed to carry out any assignment outside whereby there shall be necessity for travelling and accommodation, the Hotel shall be responsible for a fair and equitable mode of travelling, feeding, accommodation and any incidental expenses.

8.5 Professional Courses

On satisfactory completion of the course and passing the final examination, the head of department may recommend to the Human Resources Manager a refund of the course fee and examination fee to the student. Where courses are in stages, refund maybe made after successfully completion of the stages e.g. ICAN Foundation, PE1, PE2, CIPM, COREN etc.

Other hospitality related development courses;

The hotel is desirous to encourage the self-development of its employees,

For the employee to qualify for the refund, the following criteria may be met;

1. The hotel will bear 50% of total cost of study upon application through the Human Resources Manager and approval by the General Manager.
2. The study cost will cover tuition and examination fees.
3. The course has to be related to his/her job or hotel operation.
4. The employee must be a confirmed staff of the hotel and must be working in the hotel for at least three years.
5. Actual refund can only be made after presentation of the original bills and/or receipts and a copy of the degree, diploma/certificate obtained during the course of study.
6. If the employee has to resign before one year after the course, such employee will refund 100 percent of the fees paid by the hotel.

8.6 Performance Management System and Reviews

The performance of each employee is assessed via the performance appraisal tool. The performance of each employee shall be predicated on the performance expectation, which derive from and connect to the corporate strategic objectives; and performance deliverables set by the respective supervisor/line manager and agreed upon with the respective employee. This will take effect under the hotel's *Performance Management System*

The performance review is designed to provide the employee and the manager with regular feedback about the achievements and potential of the staff. It also provides

opportunity for discussion on areas of weakness of the employee and enable discussions with the manager on performance improvement plan.

The benefit of performance review includes opportunities of discussing career needs with the immediate supervisor.

8.7 Promotion Policy

Promotion to the next level is not tenure based, rather it is subject to:

- ✓ Qualification for the new role: Technical & Professional competences
- ✓ Consistency in excellent performance
- ✓ Leadership qualities
- ✓ Availability of vacancy

Promotion is upward mobility (increase in salary, expanded job function, more exposure). Reward for performance will be more of financial rather than elevation in position. The new hotel's structure mostly accommodates horizontal promotion. This reward system empowers the committed employee to do more and earn more. Promotion to vacancies in one department is not restricted to employees in that department.

All performance review reports for employees shall be taken through a Calibration Session which provides an opportunity to revalidate employee's ratings by his/her supervisor vis-à-vis team's performance and how it compares with ratings of members in similar roles & responsibilities within and across job group. The objective is to ensure standards within system and thereby eliminate subjectivity.

The hotel/Proctor House shall provide conducive environment for individual employee to prove his potentials and attain to the highest possible position. Where a vacancy is declared by the hotel, primary privilege shall be accorded current employees who are found suitable for promotion before resorting to external recruitment.

8.7 Performance Management and Evaluation.

The hotel shall operate a performance management system that is robust, ensuring regular feedback from the evaluator, goal focused and promotes a positive working environment). This shall be preceded by communicating a Job Description to the employee and the target for the period of evaluation. Performance evaluation shall be conducted to goals set for assessment within a business year.

The report will also be used to decide the training required and the future development of the employee concerned. A copy of such interview/appraisal shall be sent to the Human Resources Department to put in the employees file.

9.0 GRIEVANCE HANDLING POLICY

This procedure applies to all Proctor House Golden Tulip Hotel employees.

9.1 Objectives

As an employer, Proctor house Golden Tulip Hotel recognizes that from time to time employee may wish to seek redress for grievances relating to their employment. To this end the grievance procedure should be followed where an employee has a grievance arising from their employment, except where the matter constitutes an appeal against a disciplinary decision, or relates to a disciplinary decision, which should be taken up in accordance with the disciplinary procedures, or where the company has specific procedures.

The purpose of this procedure is to deal with grievances fairly, promptly and at the point of origin before they develop into major problems. Attempts should always be made to resolve matters by informal approaches. Throughout these procedures, the title 'supervisor' is to be taken as the first line manager to whom the employee reports formally on a day-to-day basis.

9.2 Grievance Procedures

Attempts should always be made to resolve matters by informal approaches.

9.3 Non formal procedure

The formal procedure should usually be invoked in cases where employees expressly opted to pursue the provisions of the grievance handling mechanism highlighted below in the resolution of their grievance. Otherwise, grievances would be addressed at line management (departmental) levels, and if unresolved, the Human Resources department will constitute a panel and present the report of its findings to management.

9.4 Formal Procedure

(a). First Step

A member of staff who believes they have a grievance arising from their employment should raise the matter in writing with their supervisor, indicating that they seek recourse to the grievance procedures. If the supervisor is involved in the grievance, then the next level of management should be approached.

The supervisor should arrange a formal meeting, normally within (7) days, in order to consider the grievance. After due consideration the supervisor should then give their response in writing within a further 7 days and advise the employee of their right to have their grievance heard at the next stage of the procedure.

(b) Second step

If the matter is not resolved, the employee may refer the matter in writing to their head of department, having notified their supervisor. If the head of department is involved in the grievance, then the Human Resources department should be consulted for advice.

The head of department [or nominee] should arrange a formal meeting normally within 7 days in order to consider the grievance. After due consideration the head of department should then give their response in writing within a further 7 days and advise the employee of their right to have their grievance heard at the next stage of the procedure.

(c) Third step

If the matter is not still resolved the employee may refer the matter in writing to the Head of Human Resource, having notified their head of department. The Manager, Human Resource [or nominee] should arrange a formal meeting, normally within 7 days, in order to consider the grievance. After due consideration the decision of the Human Resource will be given in writing within a further 7 days and the employee will be advised of their right to have their grievance heard at the next stage of the procedure.

(d) Final stage

If the matter is still not resolved, the employee may go to the Grievance/Disciplinary Committee. The Grievance/Disciplinary Committee Panel will normally be composed of a senior management employee as chairman, a senior member of staff, and an employee nominated by the concerned employee or relevant trade union, none of whom have prior involvement in the case.

In the case of an employee who is not a member of a trade union, then a member of the company's Human Resources Department will be nominated by the Human Resources Manager. The Human Resources Manager [or nominee] and the aggrieved staff will be required to agree on the composition of the Grievance Panel.

The Human Resources should arrange a formal meeting, normally within 7 days, in order to consider the grievance. After due consideration, the decision of the Grievance Panel will be given in writing within a further 7 days. The decision of the Grievance Panel will be final.

The Human Resources department will support the Grievance Panel, including recording and presenting a summary of the findings.

9.5 Records

Records should be kept at each stage of the procedure and the written outcome agreed in for accuracy by all parties. Records of grievance proceedings will be kept confidential and retained by the Human Resources Department.

9.6 Cautions on Grievance Procedure

All grievance procedure must be strictly adhered to and the aggrieved employee shall continue to give his/her best in the performance of duties until the case is finally determined. If, however, grievances are found at any time to be repeatedly spurious, malicious and unjustified, it will reflect unfavorably on the complainant and an appropriate disciplinary action will be taken against the affected employee based on the gravity of the complaint.

10.0 DISCIPLINARY POLICY AND PROCEDURE

10.1 Purpose of Policy

The Hotel/Proctor house's disciplinary policy is designed to give guidance to employees and management on the types of behavior that are unacceptable to the hotel; indicates what would typically happen if such unacceptable conduct comes to management's attention; and describes the procedures to be followed when taking disciplinary action.

10.2 The Aim of the Disciplinary Action

The hotel's disciplinary procedure aims to ensure a fair and systematic establishment and enforcement of standards of conduct within the work environment with a view to correcting unacceptable behavior or deviation from rules and procedures; and institutionalizing a convivial and beneficial employee relationship.

The principles of Disciplinary procedure are as follows:

No disciplinary action will be taken against an employee until the case has been fully investigated;

- The employee will be advised of the nature of the allegation or complaint against him or her and given an opportunity to state their case before any disciplinary action is taken;
- The employee will have the right to be accompanied by a fellow worker during any disciplinary and/or appeal hearing;
- The employee will generally not be dismissed for a breach of discipline except in the case of gross misconduct;
- The employee will have the right to appeal against any disciplinary action taken against them;
- The disciplinary procedure may be commenced at any stage depending on the severity of the alleged misconduct.

10.3 Conduct Liable to Disciplinary Action

It is important that employees are aware of the standards of conduct and behavior required, however it is not possible to list all the potential instances of misconduct or unacceptable behaviour that will be liable to disciplinary action.

The following list is therefore, intended as a guide of types of conduct and behaviour which amount to misconduct for the purpose of disciplinary procedure. *This list is not exhaustive:*

- Lateness, poor timekeeping or unsatisfactory record of attendance;
- Failure to comply with any absence notification procedure;
- Failure to maintain an acceptable standard of dress or personal hygiene;
- Failure to comply with health and safety procedures;
- Negligence in the performance of duties causing injury or property damage to the hotel, any fellow worker, third party or client;
- Failure to obey lawful and reasonable instructions;
- Unacceptable language and abnormal behaviour;

- Failure to reach the required standard in performing duties.

10.4 Gross Misconduct

Gross misconduct is misconduct serious enough to prejudice the business or reputation of the hotel and to damage the working relationship, in particular the trust and confidence of the hotel in the employee. The penalty for gross misconduct will be summary dismissal without notice or payment in lieu of notice.

The hotel may also refer instances of gross misconduct to either the police or regulatory authorities for further investigation which may result in criminal prosecution.

10.5 Examples of Gross Misconduct

The following list gives examples of offences which are normally regarded as gross misconduct. This list is intended as a guide and is not exhaustive:

- Failure to comply with Laws of the Federal Republic of Nigeria;
- Abandonment of employment;
- Misuse of leave entitlements (e.g. sick leave)
- Performing duties dishonestly, or committing a criminal offence;
- Theft, Fraud and/or deliberate falsification of records;
- Disorderly or indecent conduct, assault or attempted assault;
- Serious acts of discrimination or serious harassment;
- Vandalism or willful damage to hotel, employee's or client's property
- Conviction for a criminal offence (which is more than a minor motor offence) which is detrimental to the hotel's reputation;
- Serious breach of the company's procedures and regulations or those of any relevant professional or regulatory authority;
- Drinking alcohol or hard drugs or other substances while on duties;
- Unauthorized use or unlawful willful disclosure of confidential information relating to the hotel or It's Clients which is prejudicial to the hotel's business, its relationship and reputation;
- Working in competition with the hotel whilst employed by the hotel.

10.6 Disclaimer on Disciplinary Procedure

It is impossible to list every kind of transgression that could be considered as unacceptable conduct. What qualifies as misconduct will often be a matter of norm and reasonability. The overriding factor to determine whether a particular act or failure to do something (whether done in the workplace or outside of work) will be considered as unacceptable behaviour, will be determined by whether or not the behaviour is considered to be detrimental to the employment relationship.

The foregoing list must therefore only be used as a guideline of unacceptable conduct, as should the corrective behavior that will generally be applied as a result of that kind of behaviour.

It should therefore be understood that any behaviour that has the effect, in management's view, of detrimentally affecting the employment relationship could also be regarded as misconduct in terms of this disciplinary code, even if that behavior has not been listed specifically in this code.

It should also be noted that persuasive mitigating and aggravating circumstances in each case could lead to a more lenient or harsher corrective measure being applied. Each case will be considered on its own facts and merits.

10.7 Disciplinary Procedure

Should a matter arise which may require disciplinary action, the employee will be notified with a query, and invited to respond either in writing or at a Disciplinary Hearing.

Some matter may require longer investigation to ensure that all the facts are disclosed. In serious cases, the employee may be suspended, with or without pay, so as to ensure a full and unbiased investigation. A suspension of this nature does not imply guilt or blame. The employee will be issued a memo confirming their suspension pending further investigations and given a date by which they will be contacted and advised of the next action, if any.

Where it appears that further formal disciplinary action may be necessary, the employee will be notified in writing of the basis of the matter to be addressed and that they are required to attend a Disciplinary Hearing.

- The employee will be given a reasonable opportunity to consider his or her response to the hotel's case prior to the Disciplinary Hearing.
- The employee must take all reasonable steps to attend the Disciplinary Hearing. Should an employee refuse to attend the Disciplinary Hearing; the company will conclude the matter based on the available evidence.
- Following the hearing, in the event that the Panel conducting the hearing reasonably believes that the employee has failed to provide a satisfactory explanation for his or her conduct, the Panel will consider the matter and decide what disciplinary action, if any is appropriate.
- Following the hearing, the Panel will present its report to the Human Resources Manager who will convey the company's decision in writing to the employee and inform him of his right of appeal.
- The record of the Disciplinary hearing along with the outcomes shall be made and placed in the employee's file.

10.8 Forms of Disciplinary Action:

The application of discipline may take any of the following forms, depending on the severity of the misconduct:

- i. First warning (Verbal)
- ii. Second warning (Written)
- iii. Final warning
- iv. Suspension
- v. Demotion
- vi. Summary Dismissal
- vii. Any other forms deemed appropriate within the Nigeria statutory framework.

10.9 Verbal Caution

Certain offences shall attract verbal caution. Persistence of such offences constitutes an unacceptable behaviour which will result in a written warning.

10.10 Written Warning

In the event that an employee receives two warning letters and is found guilty on the third occasion within the period of twelve (12) months, the employment of such employee shall be terminated in accordance with the hotel's policy.

10.11 Suspension

An employee suspected of professional misconduct may be suspended to allow for proper investigation. Similarly, an employee suspected of dishonesty, any criminal offence or other serious misconduct will be suspended from duty. The suspension can be for a definite period not exceeding three months to allow for detailed investigation into the alleged offence or for indefinite period whichever is appropriate on a case-by-case basis. Where he/she is sent on suspension. He/she shall be entitled to usual medical benefit even where suspension is without pay.

Any employee on suspension may be required to report each working day (morning or afternoon) for 2 hours to an officer designated by the hotel and shall sign for such an attendance.

If the employee is exonerated after investigation, he/she shall be recalled and the balance of unpaid allowance shall be paid to him. If, however the employee is found guilty, he/she shall be disciplined in accordance with the hotel's rules and regulations.

10.12 Appeal Procedure

Employees who wish to appeal against a disciplinary decision shall apply to the Human Resources Manager in writing, within five days, of the date of the written notification of the disciplinary action. The appeal should concisely outline the employee's grounds of appeal.

Grounds for appeal can include either new evidence not previously considered or where there is a breach of procedural fairness.

Usually, different or other senior officers who have had no previous involvement with the disciplinary decision will conduct the Appeal Hearing. Such senior officers could include all of the following:

- i. Head of Department
- ii. Human Resources Manager
- iii. Representative of Internal Audit
- iv. Representative of Legal Department
- v. Any other staff appointed by the General Manager.

The Appeal Process is not meant to re-evaluate the Disciplinary Hearing but will review any evidence that may be available, ensure the disciplinary process was fair and in accordance with Disciplinary Policy and that the decision of the Disciplinary Panel was one open to it based on the evidence.

The employee will be able to present his or her case comment on why they feel the disciplinary action taken is inappropriate. The employee has the right to be accompanied by a fellow worker.

Following the Hearing, the officers will consider their decision. The employee will be notified of the outcome of the Appeal in writing by the Human Resources Manager. This decision will be final.

11.0 LEAVING THE COMPANY

This section explains the circumstances and procedures by which existing contract of employment between the employee and the Hotel could be terminated. Employees may leave the company either on a voluntary or involuntary basis. It is essential that the correct procedures be followed for the benefit of the hotel and the employee.

The reason for an employee leaving the hotel includes:

- i. Resignation
- ii. Termination of employment by the company
- iii. Employee dismissed by the company
- iv. Retirement
- v. Disengagement due to poor performance, or
- vi. Death,
- vii. Redundancy

An employee's employment with Golden Tulip Hotel ceases on the specified day either party terminates the contract of employment.

11.1 Resignation

Resignation occurs when an employee notifies the hotel that they wish to exit from the hotel. Resignation shall be given to the departmental manager in writing or initiated on employee profile where on-line resignation is applicable with the required notice as stipulated by the employee's contract of employment. The manager shall immediately make his/her comment and forward the letter of resignation to the Human Resources Manager.

Exit interview will be held with the employee who has tendered a resignation. The interview, which shall be informally conducted by the Human Resources Manager or his designate, is intended to ensure that the employee's exit is well managed in the interest of both the hotel and the exiting personnel.

11.2 Period of Notice

The period of notice for all employees is stated in their contract of employment. The required period of notice for all levels within the hotel is presented below for a quick reference.

Employee Cadre	Required Notice
Executive Managers	Three (3) months
Senior Manager	Two (2) months
Assistant Manager	One (1) month
Manager	One (1) month
Executive Trainee	One (1) month

An employee who has given notice of resignation is expected to continue with his/her usual duties normally and plan effectively towards handing over when the departure date is due. This ensures minimum disruption of function.

Note:

Accumulated leave in respect of completed calendar month of service may be incorporated in the notice period.

11.3 Other requirements

It is a necessary condition for the acceptance of an employee's resignation that:

A proper handover note is submitted to the departmental head and a copy deposited in the Human Resources;

All current and futuristic outstanding debt owed to the hotel and or other financial institution to which Golden Tulip Hotel has an obligation / commitment, must be settled;

All company's property in the possession of the exiting employee; including: official phones, staff identity card, computer laptops and or its accessories, unutilized complementary cards, keys to locker, clinical cards for exiting staff and family, library books, and others not here mentioned;

Exiting employees (except in the case of termination or dismissal) shall complete an Exit Interview Form and Disengagement Clearance Form which shall be submitted to Human Resources;

Failure to adhere to all or any of the above stated shall result in the non-acceptance of the employee's resignation while management shall take necessary step in this regard.

11.4 Voluntary Retirement

An employee may voluntarily retire from the services of the hotel after serving for a minimum of Twenty (20) years or on attaining the age of fifty (50) years. The affected staff shall give appropriate period of notice as contained in the retirement policy guide.

11.5 Compulsory Retirement

Employees who have served the hotel as stipulated below, shall proceed on compulsory retirement on the last day of the month of the anniversary year of attaining the mandatory age, whichever comes first:

RETIREMENT

Retirement by Age/Year of Service

Every Employee 60 year's old/35 years in service

11.6 Retirement due to Ill Health or Incapability

If it is confirmed that an employee is no longer able to attend to, or continue with his/her duties as a result of ill health, the hotel would, at its discretion, take necessary steps towards his/her disengagement from employment.

11.7 Incapacity on Medical Grounds

If an employee is declared (by a certified medical practitioner) permanently unfit to continue to work, the provisions of the long-term sickness under Sick Leave shall apply.

11.8 Termination of Appointment

The hotel may terminate the employee's service by providing appropriate period of notice or payment in lieu notice. In cases where the hotel gives notice, the period of notice given will be in accordance with current statutory entitlements and the employee's contract of employment.

11.9 Dismissal and Summary Dismissal

While dismissal is termination of employment by the hotel, summary dismissal is immediate termination of employment by the hotel without notice or payment in lieu of notice.

The hotel may terminate the employee's employment, without notice for gross misconduct in accordance with the Disciplinary Procedure. Summary dismissal takes effect as soon as the employee is notified in writing. Employees who are summarily dismissed are paid only until their dismissal.

Should an employee's employment be terminated under this clause, the employee shall only be entitled to the payment of the appropriate salary accrued to the last day of employment with the company. They are not paid notice and any accrued annual leave and other benefits will be forfeited.

An employee found guilty of any of the offences categorized as Gross Misconduct under Disciplinary Policy & Procedure (Actions Regarded as Misconduct) shall be dismissed from employment. However, an employee dismissed by the hotel will have the right to appeal in accordance with the Disciplinary Procedure.

11.10 Redundancy

Redundancy is the involuntary loss of employment through no fault of the employee caused by an excess of manpower or a contraction of available work through causes beyond the control of the employer.

The hotel would however ensure all unavoidable need for staff reduction is managed in a manner aimed at minimizing the need for employee retrenchment.

In the event of redundancy, management will liaise with the employees' labour union (in the case of junior employees) through their Domestic Chapter.

Any employee declared redundant shall be entitled to monetary compensation as stipulated by the Labour Act.

11.11 Death

When the hotel is advised of the death of an employee, the employment contract ceases as at the date of death, his/her next of kin as provided in his/her record of service shall be paid his/her outstanding benefits (workmen compensation and Pension) from the hotel.

The hotel will provide appropriate financial assistance in form of ex-gratia to the family as support for a befitting burial. Relevant stakeholders will be advised of this development. Management shall give burial assistance to an employee's family in the instance of death of employee.

This assistance is subject to management decision but a minimum of ₦50,000.00 (Fifty Thousand Naira Only)

11.12 References/Testimonials/Letter of Credence

All requests for references should be addressed to the Human Resources department. The hotel does not provide personal references but will, on request, provide factual details of service to the future employers or others including:

- Date of joining and leaving the hotel
- Last position held with the hotel
- Reasons for leaving

Employees who retire from the service of the hotel may request and be offered a Certificate of Service. The information contained in the certificate shall be limited to the employee's association with the hotel as stated.

11.13 Return of Company's Property

Upon termination of employment (regardless of the circumstance), employee must return all hotel's property allocated to them or in their possession to the Human Resources Manager. These includes all documents, drawings, (electronic or otherwise), records, items, materials and all other properties: ID cards, vehicles computer laptops etc.

For this purpose, a Disengagement Clearance Form (DCF) shall be issued to the affected employee by the HR. The form is verification of the employee's possible liability to the hotel. Upon completion of the form the Human Resources Manager shall give final clearance upon which the cheque for the employee's final entitlement shall be released.

11.14 Terminal/Disengagement Benefits

The hotel's disengagement benefits shall be in line with the provisions of the National Pensions Reform Act and the subsequent additions to it or amendment to it.

ANNEXURE GUIDE TO OFFENCES AND SANCTIONS

S/N	OFFENCE(S)	INTERPRETATION	SANCTION
1	Incessant late coming	Five (5) working days late coming recorded in a month without satisfactory explanation Habitual late coming to the office, meetings, and official functions	Verbal caution. Repeat leads to warning letter/termination of employment depending on frequency
2	Frequent absenteeism	Wilful absenteeism from work, three (3) times in three (3) months without just cause.	Verbal caution, written caution, warning letter, compulsory resignation of appointment/termination.

3	Misuse of telephone facilities	Abuse involving personal calls	Verbal caution plus payment bill. A repeated action will attract written caution plus payment of the bill. A third time offender will be issued warning letter plus payment of bill and withdrawal of the facility.
4	Proven cases of use of abusive or derogatory language in the hotel's premises.	On customers either in person or by phone On staff or other people.	Warning letter. Repeat leads to compulsory resignation/termination.
5	Non adherence to dress code of the hotel.	Dressing in a manner that does not conform to approved dress code of the hotel/refusal to wear uniform provided by the hotel (whichever is applicable).	First time; counselling by supervisor. Second time; verbal caution and asking the staff to return home and dress properly Third time; attract written caution and surcharge.
6	Smoking within the hotel's premises during office hours	The Nigerian law prohibits smoking in "Public places" and the office premises constitute a public place as defined by law.	First time; verbal caution Second time; written caution Third time; Warning letter Fourth time; leads to compulsory resignation/termination.
7	Violation of safety rules	Exposing the hotel's property and staff to unnecessary danger by not switching off AC and other electrical appliances at the end of the day's work. Negligent driving of the hotel's vehicle.	First time; written warning Second time; caution letter Repeated action could lead to termination of appointment

8	Not putting on name tag	Not using the name badge always in the hotel.	First time; counselling Second time; verbal caution Third time; warning letter
9	Reception of private visitors.	Habit of frequency of receiving private visitors during official hours in the office.	First time; counselling Second time; written caution Third time; warning letter Repeated action could lead to termination.
10	Dishonesty/Fraudulent practices.	Misrepresentation of expenses to defraud the company, forging of signature/documents to the detriment of the hotel.	Summary dismissal
11	Unauthorized Meeting	Conveying/attending of unauthorized meetings in the office premises.	Warning letter, repeat leads to compulsory resignation/termination.
12	Releasing Confidential Information	Unauthorized leakage or release or disclosure of confidential information	First offender; will receive warning caution/letter Second offender; will be asked to resign compulsorily or get his appointment terminated.
13	Fighting in the Hotel's Premises	Physical assault by a staff on the customer or anybody	Compulsory resignation or termination.
14	Possession of Dangerous Weapon within the office premises	Being in possession of dangerous weapons such as guns, chloroform, explosives, petroleum related items	Warning letter. Repeat action leads to compulsory resignation/termination.
15	Insubordination	Disobedience of a lawful instruction from senior	First time; letter of caution Second time; Warning letter Third time; compulsory resignation/termination

16	Drunkenness	Exhibiting improper behavior during office hours as a result of drunkenness	First time; warning letter Repeat leads to termination
17	Use of drugs (e.g. narcotics)	Use of illegal/dangerous drugs which may eventually lead to hospitalization and subsequent burden on the hotel.	Termination or dismissal, depending on the nature of drug
18	Harassment	Malicious intended verbal commences Coercion or blackmail into inappropriate or illegal acts, Physical assault or threats of such	Warning letter Repeat leads to compulsory resignation/termination
19	Stealing and proven cases of attempted stealing or unauthorized possession of hotel's properties	Stealing the property of staff, that of the hotel or customer or any other person	Dismissal and possible prosecution
20	Gambling	Gambling within the office premises	Warning letter; Repeat action leads to termination
21	Engaging in any business that conflicts with the hotel's interest	Doing any form of business that could impact negatively on the hotel.	Warning letter Repeat leads to termination
22	Drawing cheques on unfunded account	Issuing out cheques to a third party with the knowledge that the account is not adequately funded.	Warning letter Repeat leads to termination
23	Financial embarrassment	Business or financial dealings that negatively impacts on the image of the hotel.	Warning letter or termination depending on gravity.
24	Proven Corrupt practices	Demanding/accepting/giving in cash or kind gratification to influence performance of job functions	Termination or outright dismissal depending on the gravity of the circumstance

25	Unauthorized removal of records	Deliberate removal of any records or forms pertaining to the hotel's business without appropriate approval	Termination/dismissal depending on gravity.
26	Signing of documentation committing the hotel to a financial obligation without any authority or approval	Entering into an agreement in writing to commit the hotel into financial obligation without approval	Termination/dismissal depending on gravity
27	Proving false information on employment	Gaining employment into the hotel by use of false information	Termination
28	Conviction for a criminal offence through legal process	A criminal conviction by a court of law expect for minor criminal offences such as traffic offence etc.	Dismissal
29	Issuing a press statement/ release or publishing an information in an official capacity as the hotel's employee without the approval of the management.	Any publication, Advertisement, press statement or interview that could tarnish the image of the brand	Warning letter. Repeat leads to termination or compulsory resignation depending on the gravity.

STAFF HANDBOOK

I hereby declare that I have read and understood the content of **Golden Tulip Ibadan – Staff Handbook** and I agree to respect and abide by all the policies stated therein.

I also acknowledge the right of Protocol House/**Golden Tulip Ibadan** (employer) to make such amendments, variations or updates as necessary anytime it deems fit without consulting me.

First Name	Middle Name	Surname

Date of Employment		Month	Year
UNDERTAKING			
Signature			
Date:			
Day			

The Staff Handbook is the property of Golden Tulip Ibadan and must not be disclosed, reproduced in any form without the express authority and approval of the General

Manager.

It must be returned to the Head of Admin when an employee is leaving the service of the company.