**POLICY – COMPANY-PROVIDED-ACCOMMODATION AND INFORMATION**

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**2. Purpose**

This document covers the broad topic of Staff Housing. Please read through everything carefully.

Golden Tulip Proctor House (“GTPH”) is implementing this policy in an effort to ensure that all company-provided accommodation are safe, well-maintained, and free of harassment, discrimination, violence, illicit substances and being good neighbors (so that nearby co-tenants or local residents are never disturbed at night).

The company therefore expects a high level of discipline and sense of responsibility from all its employees who are qualified to stay temporarily at the Staff Apartment. Therefore, GTPH requires employees to abide by all company policies and uphold GTPH’s Vision and Values while staying in company- provided accommodations. In conjunction with company policies, the following rules and guidelines apply to all employees staying at company-provided accommodations.

Any breaches of this policy during employment with GTPH will be grounds for disciplinary action, up to and including termination.

**3. Scope**

This policy applies to all personnel of Golden Tulip Proctor House and its related Companies.

**4. Definitions & References**

1. Worksite means GTPH offices, off- Site Stores, Construction Sites and company vehicles.

Company-Provided Accommodation includes any facilities and any company sponsored accommodation (e.g., Hotel, rented Apartment, Etc.)

1. **Communal** Areas and Facilities.Communal areas are defined as all areas that staff have access to that is not a bedroom in the company-provided accommodation; such as Kitchen, Sitting Room, Hallways, porches, balcony etc.
2. **Employee** is an individual currently performing work for GTPH or any of its related companies and is actively employed by GTPH or any of its sister companies.
3. Occupant is any individual staying at the company-provided accommodation

(Hotel staff, etc.).

**5. Responsibilities**

As a condition of employment with GTPH, all employees staying in a company-provided and customer-provided accommodation must acknowledge their understanding and consent of this Policy and its corresponding expectations detailed in it through signing a copy of the acknowledgement form before commencing work.

It is the responsibility of the person in charge to report any violations. However, each employee is encouraged to report inappropriate or suspicious behavior and any other concerns as it relates to these rules to their immediate supervisor and to cooperate with any duly authorized investigation.

Any illegal activities suspected or known to occur on the property will be reported to the police

1. **Room Assignments**

We hire staff right up to the day we open and subsequently. We therefore assign rooms as required and we shall do our best to accommodate you.

* 1. Some staff won’t be arriving until after we’ve been open for a few weeks, so please do not move into rooms that are unoccupied, and do not “borrow” any furniture, linens, blankets, towels, lamps, etc. from another room. We have photos and diagrams of each room and its contents. If you need anything, just let us know.
  2. Single room accommodation or alternatively twin room accommodation may be provided allowing a maximum of two staff per room. Triple accommodation may be considered in some cases where there is a bedroom large enough to accommodate three single beds and have sufficient storage.
  3. Keys are issued and controlled by the manager responsible for personnel.  
     ***Please do not switch rooms without consulting first with HR***

**7. POLICY STATEMENTS**

Rules and Guidelines while staying at both company-provided and customer-provided accommodations:

1. **Orientation**

If the facility has an orientation, employees are required to attend. The orientation process will provide employees with guidelines and expectations when staying at a facility as well as the rules that they will be required to abide by.

**7.2. Room Fittings/ Furnishings**

Most rooms contain the following: beds, pillows, linens, blankets, towels, dressers, bedside tables, mirror, lamps, 1-2 fans, window screens, garbage can, peg racks and clothes hangers. If you’re missing anything or need something within the scope of what the hotel can provide, please let HR know and chances are she can get it for you.

1. The residents shall accept responsibility for their room and all its contents.
2. The accommodation policy is that no private furniture should be brought into the Staff Lay by without written approval from management. Only the supplied Mattresses, beds and furniture are permitted in the building and rooms. Supplied mattress protectors are mandatory.
3. Rooms and the surroundings are to be kept in a clean and tidy condition and left in the exact same condition it was found upon arrival using the cleaning roster as prepared by the house head (s).
4. Pranks that involve making a mess, or any behaviour that results in trashing damaging or defacing any of the furniture, equipment, supplies, walls, doors, porch railings, window screens, etc. in the accommodation is forbidden and will be dealt with severely. For obvious reasons, this is upsetting to us. Our maintenance staff (who are already extraordinarily busy) shouldn’t be picking up after you or repairing damages due to careless behaviour. We therefore expect you to be mature and respectful in this regard.
   1. The resident shall not paint, deface, or make any alterations to the rooms, **Communal** Areas and Facilities.Please keep all communal areas tidy e.g., wash and put away dishes/pots etc ready for the next person.
   2. The communal items are there for everyone’s use and enjoyment. i.e., At meal times, everyone is trying to cook please share items and offer up space.
5. The toilets and other sanitary fixtures may only be used for the purposes for which they are intended and shall not be used for refuse disposal of any kind.
6. Occupants shall take precautions not to overload existing electrical circuits and You may be liable for the repairs or replacement of any damage you cause
7. Please do not leave cooking unattended in kitchen. This is a fire hazard, and you are liable for any damages caused.
8. No cooking in rooms except in the Kitchen.
9. Conserve energy: Be sure to turn off lights, fans, TVs and other electronics when leaving your accommodation.
10. Conserve water: Taps shall not be left running, unless in actual use.
11. Tampering with any of the safety features of the premise may result in eviction.

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1. **In the absence of any staff in the apartment, it should be locked and the key submitted to the house head/ HR office of the hotel.**

**7.3. Curfew**

Certain company-provided accommodations may have designated curfew times. Employees that have not returned to these facilities prior to curfew may not be allowed to enter. If you are not allowed access to these facilities because you did not return prior to the designated curfew times you will be required to find and pay for your own accommodation. The company will not provide any reimbursement.

**7.4. Personal Conduct**

Employees must treat all employees and occupants with respect, dignity and courtesy. Each employee is expected to respect the privacy and rights of all other employees and/or occupants. Any form of fighting, violence, disrespectful conduct, harassment, sexual harassment, discrimination, verbal abuse, insults, physical or psychological threats and intimidation to others will not be tolerated.

GTPH has a Workplace Harassment, Violence, and Discrimination Policy that will apply in both company-provided and customer-provided accommodations.

**7.5 Common Courtesy and Fair use Policy**

Company-provided and customer-provided accommodations may have quiet hours as indicated at these location and employees are expected to abide by these rules. Quiet hours reflect the rights of others, on both day and night shift, to receive adequate sleep and relaxation without interruption. Although there are designated quiet hours, employees should at all times be courteous and polite to others with respect to the noise level being created.

1. Late hours roaming is highly prohibited.
2. No parties or excessive noise at any time. All tenants are entitled to quiet enjoyment of the facility. Noise in the evening hours must be kept to a minimum.
3. All employees (tenants) must be respectful of housemates and other people’s property.
4. Respect others privacy by not using phone or any gadget speaker to disturb during sleep hours whether day or night.

**7.6. Dressing Policy**

1. Appropriate clothing to be worn in communal areas and No form of indecent dressing is allowed at the staff quarters especially at the communal area.
2. Apparels like Bum Shorts, Mini dresses, Bodycon leggings will not be tolerated in the communal area and around the premises.
3. More importantly we should avoid offending the sensibilities of co-residents.

**7.7. Alcohol and Illicit Drugs**

The use and possession of alcoholic beverages are prohibited in dry camp facilities. Any illicit drugs are always prohibited at any company-provided accommodation and at the worksite. The company prohibits any employee from bringing illicit drugs onto company premises or property. Having possession of, being under the influence of, using, consuming, transferring, selling or attempting to sell or transfer any form of illicit drugs is strictly prohibited. Misuse or abuse of prescription drugs (including medical marijuana) is also prohibited.

**7.8. Smoking**

Employees are expected to adhere to the rules applied at all company-provided provided accommodations with regards to smoking. Certain locations may not permit smoking or have designated smoke areas and employees are expected to abide by these rules.

1. No smoking and drinking of Intoxicant inside the accommodations or on the porches. Intoxication or excessive drinking is breach of other staff’s quiet enjoyment.
2. Drugs and any other illegal substances are prohibited on the premises. If any drugs are suspected, the police will be informed immediately.
3. Smoking/ e-cigarettes or vaping is not permitted anywhere inside the buildings. Staff found smoking in rooms may be evicted for endangering other staff members.
4. All smoke detectors and heat buttons are connected to our fire alarms. If found responsible for setting off the alarm, you will be liable for any non-emergency call out fees. The burning of incense and naked flames – i.e. candles will set off the alarm

**7.9. Weapons/Explosives**

Weapons including but not limited to pellet guns, paintball guns, knives, swords, explosives, and dangerous/hazardous substances are not permitted at any company-provided accommodations and at the worksite.

**7.10. Pets**

No pets are allowed at any company-provided accommodations. Any exceptions may be made with the written authorization of the appropriate Human Resources/General Manager.

**7.11. Guests**

Any company-provided accommodations are to be used by employees only. Overnight guests (this includes former staff), Guests and/or relatives are not allowed to stay at these locations. Any exceptions may be made with the written authorization of the appropriate Human Resources/Hotel Manager.

**7.12. Maintenance/Cleanliness and Inspection Policy**

1. Employees are jointly responsible for the care of the company-provided accommodation. Employees shall keep facilities in a good state of preservation and cleanliness (no nails in the walls, writing on the walls or furniture, stickers, thumbtacks or anything that might require patching, repainting, or repairing after you leave.
2. All garbage/trash must be removed promptly and disposed of properly. Employees are responsible for the cleanliness and proper usage of all appliances and utilities. Problems with these appliances or utilities should be reported to the appropriate personnel in a timely manner.
3. Staff housing is inspected once a month an Inspection Report will be posted at the Accommodation for you to see.
4. You will get 24 hours’ notice via text message/email of management requiring access to your room.
5. Access may be required for maintenance or inspections or safety checks.
6. If you wish to be present during the access, then please let management know in advance so a specific time can be arranged.
7. You will be contacted if the area you are responsible for is not cleaned properly and there will be a deduction **10% from your bonus. If** you will be away on a day that you’re scheduled to clean, it is your responsibility to find a replacement to clean for you and to let House head know who it is.

**7.13. Damages**

Each employee will be held financially accountable for any damage they cause (that go above and beyond normal wear and tear) to company-provided accommodation. The cost to repay such damage will be assessed and may be deducted from the employee’s pay. The employee that causes any damage to company-provided accommodation will be subject to disciplinary action, up to and including termination.

**7.14. Searches**

GTPH respects employee privacy and property while staying at company-provided accommodation and at the worksite. Searches will only be conducted if GTPH reasonably suspects that this policy has been violated. With reasonable suspicion, GTPH reserves the right to search employee property for alcohol, drugs or drug paraphernalia while at company- provided accommodation, at the worksite or on GTPH property. As well, GTPH clients reserve the right to randomly search employee property for alcohol, drugs or drug paraphernalia while GTPH is operating on the Client’s property according to their policies. Law enforcement agencies may be called in to conduct searches of property and/or people as required.

**7.15. Refusing to a Search**

Employees who refuse a search, or who are found to have tampered with a search are in violation of this policy and will be subject to appropriate disciplinary action, up to and including termination.

**7.16. Personal Property**

GTPH is not responsible for the theft or loss of any personal property. The company is not liable for damage to employee’s property caused by acts of nature, by failure of plumbing, electric, gas, water or fixtures, and/or damage arising from the acts of other employees or occupants.

1. Personal property that is left in the communal areas is left at your own risk.
2. Personal Property to be stored in your room or designated areas.
3. Lost property not claimed within 48 hours will be disposed.

**7.17. Parking**

• If you have a car, it must be parked in the designated area and for for safety reasons, NEVER block access to the accommodation.

**7.18 Staff Computer Use and Internet Access.**

• All of the staff accommodations do not have internet access.

**7.19. Departure and Security Deposit**

Prior to your departure, you need to arrange to have your room inspected by HR or another person assigned to this task. You will receive a form that specifies what we’d like you to do with your amenities, furniture, etc.

We expect to find your room in the same condition as when you arrived and all furniture and supplies intact. We do not ask for a security deposit when you arrive**, however, we will deduct up to 25% of your salary if your room doesn’t pass inspection.** If there is any damage or missing supplies, you will be held responsible for the cost of replacement and/or repair and labour.

There is a security deposit but rather than having you pay this upfront; **we will deduct it from your bonus or final pay check if your room is found in disarray upon your departure**.

* 1. **Disciplinary Procedures**

The following disciplinary procedures have been formulated to ensure the realization of this high expectation as well as offer adequate protection to the employees while not condoning or encouraging indiscipline or misconduct.

Any breach of the housing rules shall lead to sanctions which include but not limited to the following:

(i) Verbal warning

(ii) Written warning

(iii) Immediate vacation of the Accommodation

(iv) Disciplinary action as per GTO policy and procedures.

1. **Warning**
2. Consistent minor acts of misconduct/ misdemeanor will result in a warning letter, which will serve as a reminder to the employee that has consistently stepped out of line. Before a warning is issued, the employee shall be given a written query, and afforded the opportunity of defending herself/himself in writing.
3. **Suspension**
4. Before an employee is suspended, he/she shall be given a written query and afforded the opportunity of defending himself/ herself in writing depending on the case.
5. If an employee is suspected of any other serious misconduct, he/she will be **suspende**d from the accommodation house for a period not exceeding **one month** during which investigations shall be concluded.
6. **Dismissal**
7. Offences covered by the broad heading of **GROSS MISCONDUCT** will attract **dismissal.** **Such offences include proven cases of:**
8. Theft, fraud, dishonesty, Fighting and / or assault or engaging in disorderly behaviour, Smoking, Gambling, Drunkenness or taking of drugs in the boarding premises or within its immediate surroundings.
9. Use of dangerous weapons to the boarding house.
10. Willful disobedience of lawful orders or serious negligence.
11. Conviction for a criminal offence.
12. Female and male employees sharing same room or to go in the opposite sex’s room.
13. Before a summary dismissal is effected, the employee shall be given a written query and afforded the opportunity of defending himself in writing on the case.
14. **Grievance Procedure**

In all cases, any employee who is aggrieved must follow the prescribed lines of communication in the company to register his/her grievances. In this regard, all avenues to seek redress at an appropriate level of authority must be exhausted before going to the next higher level of authority. In particular, the following injunction must be followed at all times: -

1. Anything observed to be going wrong or which may pose danger to lives and property should be reported promptly to the authorities (Hotel Manager and HR).
2. In case of ill health employees should first report to the authorities (Line Manager and HR).
3. All real complaints shall be in writing and shall be addressed to the immediate superior officer who must treat the matter within one week and advise the employee in writing accordingly.
4. Where the employee is not satisfied, he/she will appeal to the next higher level of authority and the Head of Human Resources in writing.
5. Direct correspondence to a higher level of authority, without previously exhausting all avenues at the lower level of authority is prohibited. However, where the employee's immediate superior officer is the subject of the employee's complaint, the employee shall present the complaint to the next higher officer or Head of Human Resource.
6. **REVIEW**

* This document shall be reviewed every five years or earlier as need for amendment may arise.

The content of this documents must not be reproduced or disclosed to any person outside the organization either wholly or in parts without the prior consent and express authority of the Management representative.

* **It must be returned to the HR/General Manager when an employee is leaving the service of the company or as may be advised by the HR.**
* I also acknowledge the right of Golden Tulip Proctor House (employer) to make such amendments, variations or updates as necessary anytime it deems fit without consulting me.
* I hereby declare that I have read and understood the Information on **Staff Accommodation Rules and Policies** and I agree to respect and abide by all the policies stated therein.

**Employee**

|  |  |  |
| --- | --- | --- |
| Surname | First Name | Middle Name |
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| --- | --- | --- | --- |
| Date of Employment | | |  |
| Day | Month | Year | Dept. |
|  |  |  |  |

|  |  |
| --- | --- |
| Signature |  |
| Date: |  |