 Savan Resorts	POLICY AND PROCEDURE	
	Department: Human Resources	
	Section: Talent, Compensation and Benefit Management	
SR.HR.P.02.014	Policy: SR Passionate	
Supersedes Policy No: <u>n/a</u>	Issued on: 8 June 2019	Effective Date: 1 July 2019

Purpose:


Guest satisfaction is key success of hospitality business with consistency. Guest experience is an unlimited journey that he/she could be impressed by the service provided by our employee. Training employees is initial preparation to ensure all team implement and provide good service standard. In order to exceeding satisfaction of guest, employee recognition plays the significant tool to keep service excellent and consistent.

Human resource would implement the rewarding system to recognize employee as the following procedures.

Procedure:

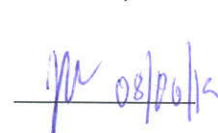
1. The employees will be thanked for their great work by their HOD. HOD will recognize by giving them a so-call 'Passionate Point' or 'PP' in abbreviation by the program named 'SR Passionate'
2. Managers in the department would propose of extra-mile work or great job with supportive reason. This is eligible for employee Tier A to C.
3. HOD will request for 'PP' to their employee to HR and HR will verify and approve the 'PP'
4. Weight of 'PP' given to employee per time would be between 0.5 or 1 PP
5. Example of eligible great jobs that employee would be given 'PP' are in the Annex A
6. HOD has the right to propose the new PP criteria to add in system (to add in Annex: A), and prior approved from HR
7. The redeem prizes are in the Annex: B
8. 'PP' or redeemed prize could not be transferred to others
9. 'PP' has the expired period of 6 months after each 'PP' has been approved by HR
10. Employee could redeem the point at HR office and HR will print the slip for item redeemed. Then the point will be cut after printing. The print slip must be used within 7 days.
11. 'PP' and redeemed slip must be used by the actual last working day, in case of staff resignation.
12. HR department reserves the right at any times without notice to amend, change, revise and / or withdraw 'PP', redeemed slip/item, prize list, program or else terms and Conditions.

Initiated By


8/6/19

Director - Human Resources

Verified By


08/06/19

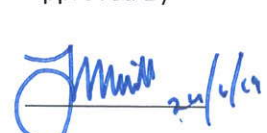
Chief Operating Officer

Verified By



21/6/19

Chief Financial Officer

Approved By


24/6/19

President


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Annex: A

Passionate Point Grid:

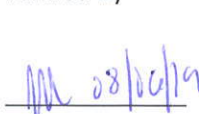
0.5 PP	1 PP
<ol style="list-style-type: none"> 1) Comment employee name and action in paper (Guest Satisfaction Survey, normal comment in paper from real customer and etc.) 2) Support to company activity or joining the company public charity activity on the work time 3) Work extra time without asking Company OT compensation from 1 – 3 hours per time / day 4) Candidate Referral from employee to available job, started from interview and until that referred candidate get employment (proved by the application form) 	<ol style="list-style-type: none"> 1) Comment employee name and action on social media (Tripadvisor, Booking.com, Expedia.com, Agoda.com, Google, Facebook and etc.) 2) Support to company activity or joining the company public charity activity on the off time 3) Work extra time without asking Company OT compensation from 4 – 8 hours per time / day 4) Significantly achieve some projects, competition and else that bring in company reputation 5) Achieving target of short period (such as monthly budget, booth voucher selling, revenue or IBITDA when that employee must really involve in driving that success) 6) Completing the project/program in timeline or gain great impact of change to department and company 7) Report to management of the scam or misconduct of employee, customer or outsiders (not included someone who has the duty to work on this check)

Initiated By

 8/6/19

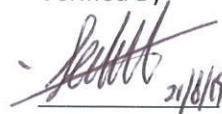
Director - Human Resources

Verified By

 28/06/19

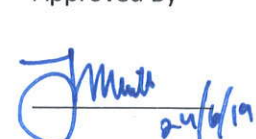
Chief Operating Officer

Verified By


 21/6/19

Chief Financial Officer

Approved By

 24/6/19

President


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Annex: B

Redeemed Prize List:

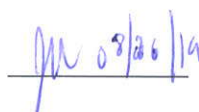
Redeemed PP No.	Prize
1 PP	<ul style="list-style-type: none"> - One cup of non-alcohol beverage <ul style="list-style-type: none"> • Hot, cold, frappe coffee/tea/cocoa at Legend Café • Juice, Smoothie, soft drink at restaurant • Mocktail - One piece of cake or bakery (not the pound cake or sandwiches) - One Ice-cream (included Sunday or Banana split)
2 PP	- One small size pizza
3 PP	<ul style="list-style-type: none"> - Spa for 60 minute (body, foot, hand massage) - One large size pizza
4 PP	<ul style="list-style-type: none"> - Spa for 60 minute of oil, scrub, facial treatment - Cash at 300 THB - Special buffet (seafood) at Romsai for 2 pax - One bottle of wine either red or white (optioned by FB and must not over than 1,000 selling price) - One rack of beer (24 cans of Beer Lao, Tiger or Chang)
5 PP	<ul style="list-style-type: none"> - 1 night stay for 2 included breakfast in hotel new deluxe room - 1 day off extra - Dining with president / COO / CFO / DOC / DOH outside property
6 PP	- Cash at 500 THB
10 PP	- Cash at 1,000 THB
20 PP	- Experience in the selected 4 - 5 star hotel in BKK for 2 night, plus breakfast and the round trip flight ticket for 2 (not included visa fee) with VIP transport shuttle

Initiated By

 8/6/19

Director - Human Resources

Verified By

 08/06/19

Chief Operating Officer

Verified By

 7/6/19

Chief Financial Officer

Approved By

 24/6/19

President