



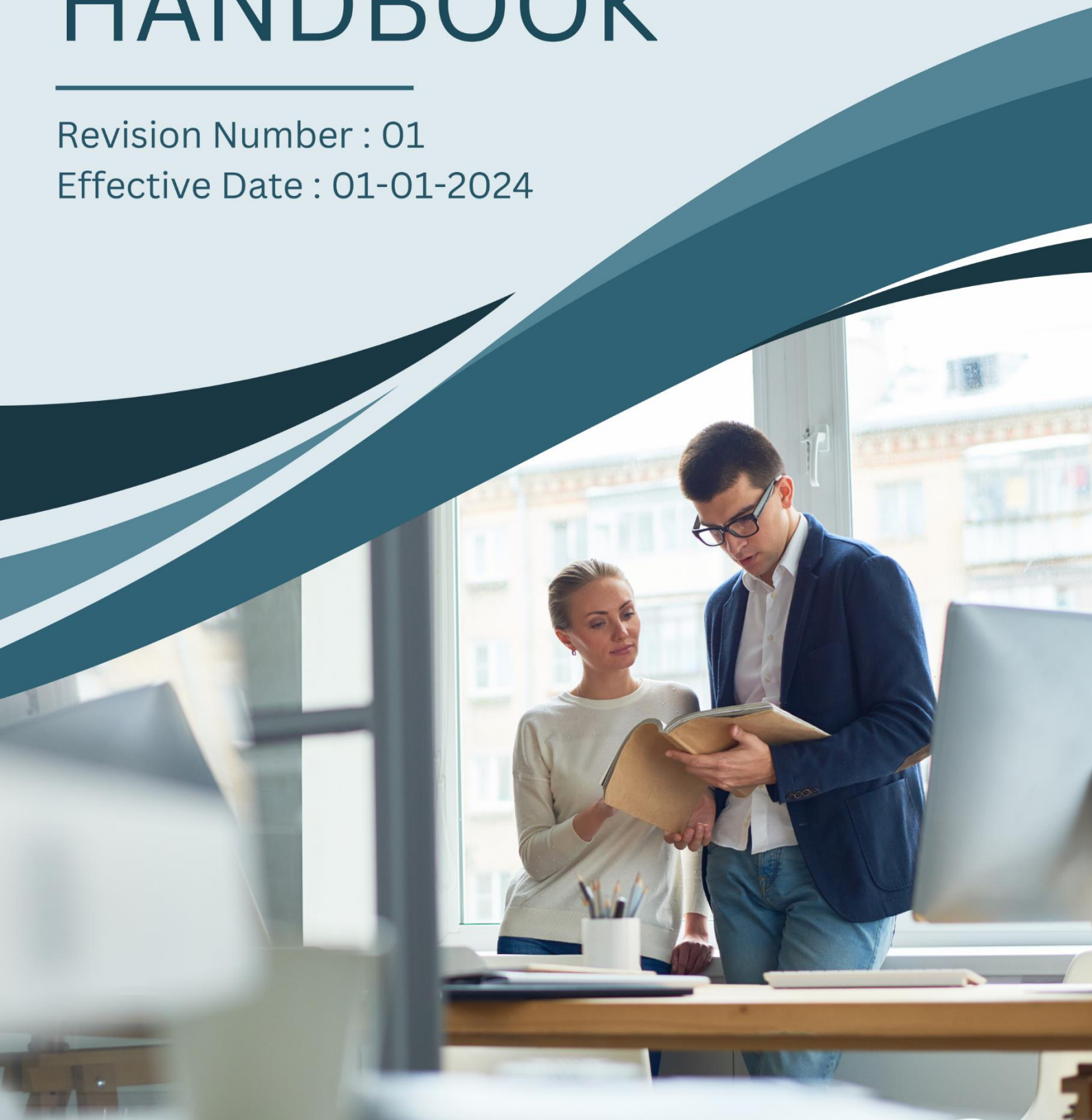
stella  
hospitality

# EMPLOYEE HANDBOOK

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Revision Number : 01

Effective Date : 01-01-2024



<b>Document Name</b>	Employee Handbook
<b>Document Number</b>	DOC/SH/EH/01
<b>Effective Date</b>	01-01-2024
<b>Last Review Date</b>	01-01-2025
<b>Next Review Date</b>	01-01-2026
<b>Revision No.</b>	DOC/SH/EH/01

### Applicability

The Employee Handbook is applicable to all employees, contractors, sub-contractors, and all internal and external stakeholders of Stella Hospitality. It applies to all our locations.

Site	Address	Primary Function
Saudi	Ad Dahiah, Jeddah, Saudi Arabia.	Warehouse
	Du AL-Nourain Center, Du Al-Nourain St., 3084 Sharafiyah, 23218	Office
UAE	Umm Dera - Emirate of Umm Al Quwain - United Arab Emirates.	Warehouse
	1503, Damac Smart Heights, Barsha Heights – Tecom	Office
Jordan	Building #8, Abdullah Bin Rawaha Street, Al Rabyeh 11953	Office
	Marka: Nicola Yousef Al Turk St 7, Amman, Jordan.	Warehouse
	Aqaba: Al-Herafya Area - New Business District-Bilal Nihad Al-Athira Co, Aqaba, Jordan.	
Bahrain	Building 2639, Road/Street 1537, HIDD, Block 115, Bahrain.	Warehouse/Office



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## 1. INTRODUCTION & COMPANY OVERVIEW

### 1.1. Welcome to the Stella Hospitality!

At Stella Hospitality, we believe that our employees are the driving force behind our success. As you embark on this journey with us, you are becoming part of a team committed to excellence, innovation, and customer satisfaction in the hospitality industry.

We take pride in delivering customized and high-quality hospitality solutions to our clients, and your role is essential in helping us uphold these standards. Whether you're working behind the scenes or directly with our customers, your skills and dedication contribute to creating exceptional guest experiences.

This handbook serves as your guide to understand our culture, policies, and the many opportunities available to help you grow within our organization. We're excited to have you on board and look forward to achieving new milestones together!

### 1.2. Our Purpose: Elevating with Excellence

At Stella Hospitality, our purpose is to redefine the hospitality experience by delivering premium, tailor-made amenity solutions that enhance satisfaction and comfort. We are committed to innovation, quality, and sustainability, ensuring that our products and services meet the highest standards of excellence. Our dedication to craftsmanship, customer-centricity, and eco-conscious practices drives us to be a trusted partner for leading hospitality brands worldwide.

### 1.3. Our Business Priorities

As a distinguished name in the hospitality supply industry, Stella Hospitality focuses on the following priorities to maintain leadership and deliver exceptional value:

- **Innovative Amenity Solutions:** Continuously enhancing our product range, from premium personal care items to high-quality room essentials, to meet the evolving needs of modern hospitality.
- **Sustainability Commitment:** Integrating eco-friendly materials and responsible sourcing practices to minimize our environmental impact while maintaining top-tier quality.
- **Customer-Centric Approach:** Building lasting relationships by offering customized, brand-aligned solutions and exceptional service to our global clientele.
- **Operational Excellence:** Ensuring seamless logistics and efficient distribution networks for timely delivery across the Middle East and beyond.



- **Employee Development:** Fostering a collaborative and growth-oriented work environment where employees are empowered to innovate, learn, and excel in their roles.

## 1.4. Our Legacy and Industry Leadership

Founded in 2003, Stella Hospitality has established itself as a leading supplier of hospitality amenities across the Middle East. With a reputation for quality, reliability, and customization, we serve some of the most prestigious hotels and hospitality brands.

By maintaining high standards of craftsmanship and sustainability, we ensure that our products align with the evolving demands of the global hospitality industry.

With a strong distribution network and a commitment to tailored solutions, Stella Hospitality continues to set benchmarks in the industry, offering unparalleled service and innovation to our valued clients.

## 1.5. How to Use This Handbook

This handbook serves as a comprehensive guide to understand the policies, practices, and resources at Stella Hospitality. It is designed to help employees navigate their journey with us and make the most of their experience.

### Key Features:

- **Comprehensive Information:** Clear insights into company policies, operational procedures, and employee benefits.
- **Guidance for Success:** Support to align with our company vision and contribute meaningfully to our shared goals.
- **Resource Hub:** Information on where and how to seek assistance or clarification regarding workplace matters.

### How to Navigate:

1. **Read Carefully:** Familiarize yourself with all sections to fully understand your rights and responsibilities.
2. **Reference as Needed:** Use this handbook as a go-to resource for any questions about policies, entitlements, or company practices.
3. **Stay Updated:** Note that this handbook is updated periodically. Keep an eye out for any revisions or announcements.

If you have any queries or need additional clarification, please don't hesitate to reach out to your manager or the Human Resources team. This handbook is a valuable tool to ensure a smooth and fulfilling career at **Stella Hospitality**.



## 2. Workplace Expectations & Guidelines

At Stella Hospitality, we strive to maintain a fair, productive, and engaging work environment. These guidelines define our expectations regarding working hours, compensation, career development, and hiring practices to ensure clarity, transparency, and fairness for all employees.

### 2.1. Working Hours, Attendance & Overtime Guidelines

#### ◆ **Standard Working Hours**

- The official workweek is Sunday to Thursday, with Friday and Saturday as the weekend.
- Working hours are 9:00 AM to 6:00 PM, including a 1-hour lunch break (1:00 PM - 2:00 PM).
- Employees may request a 30-minute flexible start time (8:30 AM - 9:30 AM) with manager approval.

#### ◆ **Attendance & Time Tracking**

- Stella Hospitality uses a biometric attendance system to track working hours.
- Remote or field-based employees must check-in and check-out through the HR portal.
- **Late arrivals & early departures:** Repeated tardiness may lead to warnings or deductions after multiple violations.

#### ◆ **Overtime & Extra Working Hours**

- Any work beyond standard hours is considered overtime.
- Overtime must be pre-approved by a manager or supervisor and tracked in the attendance system.
- Employees working on weekends or public holidays are entitled to either compensatory leave or overtime pay, subject to company policies and labor laws.

#### ◆ **Compliance & Monitoring**

- Monthly attendance audits ensure compliance with working hour regulations.
- Employees receive a monthly attendance report, including leaves, overtime, and discrepancies.
- Violations such as excessive unapproved absences or false attendance records may lead to disciplinary action, including potential termination.



## 2.2. Compensation & Benefits Overview

### ◆ Salary Structure & Payment

- Salaries are determined based on job role, experience, market benchmarks, and internal pay scales.
- Employees are paid on a fixed monthly schedule, with salary slips accessible through the HR portal.

### ◆ Overtime & Additional Compensation

- **Standard Overtime Pay:**
  - 125% of the regular hourly wage for extra hours on working days.
  - 150% for work on weekends or public holidays.
- Employees working between 10:00 PM and 4:00 AM receive a night shift allowance as per company policy.
- **Tracking and Payment of Extra Hours**
  - Employees must accurately record extra hours worked using the biometric attendance system or the HR portal.
  - Overtime and additional payments are processed with the employee's monthly salary.
  - Any discrepancies must be reported to HR within 7 working days for resolution.

### F. Compliance and Violations

- Unauthorized overtime is not compensated unless retroactively approved by management.
- Employees attempting to falsify overtime records may be subjected to disciplinary action, including termination.

### ◆ Flexible Working Arrangements

- Employees become eligible for flexible work options after 6 months of employment.
- Options include:
  - Part-Time Work – Employees may request reduced working hours while maintaining essential job responsibilities.
  - Telecommuting – Employees can work remotely, either full-time or part-time, depending on their role and company requirements.
  - Flexi-Time – Employees may choose their start and end times within a defined bandwidth while ensuring core working hours are maintained.
  - Variable Work Schedules – Employees may adjust their weekly work hours based on personal and family needs, subject to managerial approval.



## ◆ Employee Benefits

### • Health Insurance Coverage

- All full-time employees are eligible for company-sponsored health insurance.
- Coverage includes medical, dental, and vision care for employees.
- Dependent Coverage: Spouse and children up to 18 years old are eligible for inclusion under the employee's health plan.
- The health care plan covers both work-related and non-work-related injuries, accidents, or illnesses as soon as the employee avails medical care.

### • Treatment and Benefits

#### ○ Preventive Care & Wellness Programs

- Annual health check-ups and screenings are provided to all employees.
- Vaccination programs are available.
- Employees are accessed to mental health support, including counselling services.

#### ○ Emergency Medical Assistance

- Employees are covered for emergency medical treatments at approved healthcare providers.
- Hospitalization costs for unforeseen medical conditions are included in the health plan.
- Ambulance services and emergency transportation support is covered in case of medical crises.

### • Occupational Health & Safety

- Regular workplace health and safety training to ensure employee well-being.
- Ergonomic assessments and workplace adjustments to support physical health.
- First-aid facilities and medical personnel available within office premises.

## ◆ Health Care Plan

### • Health Care Reimbursement Plan

- Employees who opt for private medical care outside of the company's insurance network may apply for reimbursement of medical expenses.
- Eligible expenses include doctor consultations, prescribed medications, diagnostic tests.
- Employees must submit reimbursement claims with supporting documents within 30 days of receiving medical treatment.

- **Application Process & Claims**

- Employees must enroll in the health plan during onboarding or the annual benefits enrollment period.
- Medical claims must be submitted through the HR department with proper documentation.

- ◆ **Leaves:**

Leave Type	UAE	Saudi Arabia	Jordan	Bahrain	Details
<b>Annual Leave</b>	30 days	30 days	21 days	30 days	Paid leave for rest & vacation
<b>Sick Leave</b>	15 days full pay + 15 days half pay	30 days full pay	14 days full pay	15 days full pay	Medical proof may be required
<b>Maternity Leave</b>	90 days full pay + 30 unpaid	70 days full pay	70 days full pay	75 days full pay	Available for female employees
<b>Paternity Leave</b>	14 days	3 days	3 days	1 day	Available for fathers
<b>Emergency Leave</b>	5 days	5 days	5 days	5 days	For unforeseen situations
<b>Hajj/Religious Leave</b>	N/A	10-15 days	N/A	N/A	For pilgrimage (Muslim employees)
<b>Bereavement Leave</b>	5 days	5 days	3 days	3 days	For immediate family loss

### **3. Employee Development & Internal Career Growth**

At Stella Hospitality, we believe in continuous learning and career progression.

#### **3.1. Career Development Programs**

- **Training & Skill Development:** Employees have access to various training workshops and online courses.
- **Leadership Development:** High-potential employees are identified for management training and executive coaching.
- **Tuition Reimbursement:** Employees can apply for financial support for job-related certifications or higher education.
- **Employee Development Plans:** Every employee has an Individual Development Plan (IDP) outlining their career goals and development needs. IDPs are reviewed annually with managers to track progress and update objectives.

#### **3.2. Internal Career Mobility**

To retain top talent and enhance employee engagement, Stella Hospitality has implemented structured internal mobility programs, encouraging employees to explore different career paths within the company.

- **Vertical Mobility (Career Promotions & Role Progression)**
  - Employees who demonstrate high performance, leadership potential, and strong KPIs are considered for promotion to managerial and senior roles.
    - A Sales Coordinator can advance to Senior Sales Executive and later to Sales Manager based on experience, sales performance, and leadership ability.
    - A Supply Chain Analyst can move up to Procurement Manager, overseeing supplier relationships and inventory management.
- **Horizontal Mobility (Cross-Departmental Transfers)**
  - Employees can move between different departments within the company while remaining at the same job level, allowing them to expand their skill set and knowledge.
    - A Customer Support Representative interested in logistics can transfer to the Supply Chain team, learning about order fulfilment and inventory planning.
    - A Procurement Assistant with strong financial skills may move to the Finance Department to work on cost analysis and supplier contracts.

- **Geographical Mobility (Relocation & Regional Opportunities)**
  - Since Stella Hospitality operates in UAE, Saudi Arabia, Jordan, and Bahrain, employees can relocate to another region based on business needs or personal career goals.
    - A Warehouse Supervisor in Dubai may transfer to our Bahrain warehouse to assist in setting up improved logistics processes.
    - A Sales Manager in Saudi Arabia may relocate to the UAE office to lead expansion efforts in the luxury hospitality segment.
- **Transversal Mobility (Cross-Skilling & Multi-Functional Roles)**
  - Employees are encouraged to develop transferable skills that allow them to take on multi-functional roles, enhancing career flexibility.
    - A Marketing Executive interested in digital campaigns may work on e-commerce sales and online product promotions.
    - A Logistics Coordinator may undergo training in supplier negotiations, helping them transition into a Procurement role.

### 3.3. Internal Job Posting System

To ensure fair and transparent career opportunities, all new job openings within Stella Hospitality are first offered to internal employees before external hiring. Employees can apply for roles through the HR portal, where they can track openings across different regions and departments.

## 4. Transparent Recruitment & Fair Hiring Guidelines

Stella Hospitality follows a **merit-based, fair, and inclusive hiring process**.

### 4.1. Hiring Process Overview

- Job openings are posted publicly through internal and external channels.
- Shortlisting is based on qualifications, skills, and experience—not personal characteristics.
- Structured panel interviews ensure an unbiased selection process.
- Final hiring decisions are made based on assessment results and feedback from multiple interviewers.

### 4.2. Equal Opportunity & Bias-Free Recruitment

- No discrimination based on gender, age, nationality, race, disability, religion, or sexual orientation.
- Blind recruitment techniques: Personal details (e.g., name, gender, age) are removed during the initial screening to prevent bias.
- Diverse hiring panels: Interviews are conducted by a mix of individuals to ensure fair evaluation.

### 4.3. Fair Salary Offer Guidelines

- Offers are benchmarked against industry standards and based on role requirements, not past salaries.
- Salary structures are transparent and standardized to ensure fairness across all roles.

### 4.4. Performance Reviews & Appraisals

- Annual performance reviews assess strengths, areas of improvement, and growth opportunities.
- Promotions and salary increments are based on objective performance metrics and feedback from managers.

## 5. Transparent Recruitment Process

At Stella Hospitality, we are committed to fostering a fair, transparent, and inclusive hiring process. Our recruitment process ensures equal opportunities for all candidates, both internal and external, while eliminating biases and discrimination. This handbook outlines our approach to recruitment and selection, emphasizing merit-based hiring and a non-discriminatory evaluation process.

### 5.1. Recruitment Principles

#### ➤ **Merit-Based Hiring**

- Hiring decisions are based on job-related skills, qualifications, experience, and performance.
- All job descriptions clearly define required competencies and selection criteria.
- Internal candidates receive equal opportunities for open positions through the Internal Job Posting (IJP) system.

#### ➤ **Equal Opportunity & Non-Discrimination**

- Stella Hospitality does not discriminate based on race, gender, age, religion, disability, nationality, sexual orientation, or any other characteristic.
- Job postings use neutral and inclusive language to attract a diverse pool of candidates.
- Interviewers and hiring managers undergo training to recognize and eliminate unconscious biases.

#### ➤ **Transparency in Recruitment Process**

- All vacancies are publicly posted through internal and external channels.
- Shortlisting criteria and selection processes are documented and made available upon request.
- Candidates receive timely communication about the status of their applications.
- Rejected candidates are provided with constructive feedback.

## 5.2. Recruitment Process & Guidelines

### ➤ Job Posting & Advertisement

- Job descriptions are standardized to reflect essential qualifications and avoid biased language.
- Vacancies are advertised through the company website and job boards.
- Internal employees are encouraged to apply through the Internal Job Posting (IJP) system.

### ➤ Screening & Shortlisting

- A structured and objective evaluation system is used to assess applications.
- Resumes are anonymized (name, gender, age, and other identifiers removed) before initial screening to prevent biases.
- Shortlisting is conducted based on job-related criteria only.

### ➤ Interview & Selection Process

- Panel interviews are conducted to minimize individual biases in hiring decisions.
- Questions are competency-based and structured to assess job-related skills and cultural fit.
- A standardized scoring system ensures fair evaluation.

### ➤ Final Selection & Offer Process

- Final selection is based solely on assessment results and panel feedback.
- Offers are made following a structured compensation framework to ensure pay equity.
- Compliance with all legal and ethical hiring standards is ensured.

## 5.3. Implementation of a Blind Recruitment System

- A recruitment software is used to anonymize candidate details during initial screening.
- The system ensures that hiring decisions are based purely on qualifications and experience.
- Hiring managers do not have access to personal details until candidates reach the interview stage.



## 6. Anti-Discrimination Guidelines

Stella Hospitality is committed to fostering an inclusive, diverse, and equitable workplace where all employees have equal opportunities for professional development and career advancement. We ensure that our promotion processes and professional development initiatives are free from discrimination, bias, or unfair treatment. This handbook outlines our actions to promote fairness, accessibility, and inclusivity in career growth.

### 6.1. Non-Discriminatory Process

#### ➤ **Merit-Based Promotions**

- All promotions are based on performance, skills, experience, and potential rather than personal characteristics or background.
- Employees are evaluated based on Key Performance Indicators (KPIs), contributions to business objectives, and leadership potential.
- A structured performance review process ensures that every employee has a fair opportunity for career advancement.

#### ➤ **Transparent Promotion Process**

- Promotion criteria and opportunities are communicated clearly to all employees through emails and meetings.
- Employees have access to well-defined career pathways and development plans.
- Employees who meet eligibility criteria for promotion are encouraged to apply.
- A diverse promotion panel reviews all promotion applications to minimize bias.

#### ➤ **Ensuring Fair Access to Career Development**

- All employees are provided equal access to skill development programs, mentorship opportunities, and leadership training.
- Career development programs are regularly reviewed to eliminate barriers and ensure inclusivity.
- Managers and HR are trained to recognize and prevent biases in recommending employees for development programs or promotions.
- Employees are encouraged to raise concerns about any perceived barriers to their professional growth.

## 6.2. Preventing Discrimination in Development

### ➤ Bias-Free Evaluation System

- All performance appraisals and promotion decisions follow a standardized evaluation framework to prevent subjective bias.
- A structured feedback process ensures that employees receive constructive performance evaluations with a clear growth roadmap.
- Anonymous employee feedback surveys help monitor fairness in professional development practices.

### ➤ Anti-Discrimination Training for Managers & HR

- HR personnel and managers undergo regular training on preventing discrimination in promotion and development processes.
- Training includes topics such as unconscious bias, inclusive leadership, and equal opportunity best practices.
- Employees are educated on their rights to report discrimination or unfair treatment.

## 6.3. Accessibility & Inclusion

### ➤ Accommodations for Employees with Disabilities

- Training sessions and career development programs are adapted for employees with disabilities.
- Assistive technologies and flexible work arrangements are available to support career growth.
- An inclusion task force reviews company policies to ensure they remain accessible and fair.

### ➤ Equal Pay & Advancement Opportunities

- Salary structures and promotion criteria are standardized to prevent pay gaps and biases.
- Regular audits ensure compliance with equal pay policies and detect any disparities in promotion trends.
- Employees are encouraged to raise concerns about fairness in advancement opportunities through confidential HR channels.

## 6.4. Diversity & Equal Opportunity Measures

- Stella Hospitality is committed to ensuring that all vulnerable groups, including women, minorities, and marginalized employees, have equal opportunities for career growth and leadership roles.
- Diversity policies are reviewed regularly to ensure that all employees feel valued and included in professional development programs.
- Employee resource groups (ERGs) are encouraged to foster community support and networking among diverse employees.

## 6.5. Ensuring Fair Access to Career Development

- Stella Hospitality ensures that gender equality is maintained in all career development programs.
- All career advancement opportunities are free from gender-based discrimination, ensuring that employees of all genders have equal access to leadership roles.
- Workplace policies are designed to create an inclusive environment that supports all employees regardless of gender identity or background.

## 6.6. Reporting & Remediation

- Any incidents of discrimination in promotion processes, career development opportunities, or workplace advancement must be reported immediately using Stella Hospitality's Grievance Mechanism.
- All reported cases will be investigated fairly, confidentially, and without retaliation. Stella Hospitality follows the Remediation Process outlined in this handbook to investigate, address, and resolve discrimination concerns effectively.
- Stella Hospitality is committed to implementing appropriate corrective actions when discrimination is identified, including revising policies, providing additional training, or taking disciplinary measures when necessary.

## 7. Anti-Harassment Guideline

At Stella Hospitality, we are committed to fostering a workplace that is free from harassment, ensuring that all employees are treated with respect and dignity. We have a zero-tolerance policy for any form of harassment, including but not limited to sexual harassment, workplace bullying, verbal abuse, discrimination, or any unwelcome behaviour that creates a hostile work environment. This handbook outlines the actions we take to prevent harassment and promote a safe and inclusive workplace.

### 7.1. Definition of Harassment

Harassment refers to any behaviour, verbal, physical, or non-verbal, that creates a hostile or offensive work environment.

Harassment includes, but is not limited to:

- **Verbal Harassment:** Insults, offensive jokes, derogatory remarks, or threats.
- **Physical Harassment:** Unwelcome touching, assault, or physical intimidation.
- **Sexual Harassment:** Unwelcome sexual advances, requests for sexual favours, or inappropriate comments.
- **Psychological Harassment:** Persistent bullying, intimidation, or manipulation.
- **Discriminatory Harassment:** Behaviour targeting an individual's race, gender, disability, religion, or other protected characteristics.

### 7.2. Preventive Measures

#### ➤ Employee Training & Awareness

- Mandatory harassment prevention training for all employees during onboarding and annually thereafter.
- Awareness campaigns, workshops, and seminars to educate employees on workplace respect and professional behaviour.
- Clear guidelines on how to identify, report, and prevent harassment.

#### ➤ Workplace Conduct Policies

- A strict code of conduct outlining acceptable and unacceptable workplace behaviour.
- Zero-tolerance policy for harassment, applicable to all employees, contractors, and vendors.



- Encouragement of bystander intervention to prevent harassment incidents.

### 7.3. Monitoring & Continuous Improvement

- Regular audits and workplace assessments to evaluate the effectiveness of anti-harassment policies.
- Employee feedback surveys to identify areas for improvement.

### 7.4. Reporting & Remediation

- Any incidents of harassment, discrimination, or workplace bullying must be reported immediately using Stella Hospitality's Grievance Mechanism.
- All reported cases will be investigated fairly, confidentially, and without retaliation. Stella Hospitality follows the Remediation Process outlined in this handbook to investigate, address, and resolve concerns effectively.

## 8. Grievance Mechanism

Stella Hospitality is committed to fostering a safe, respectful, and inclusive work environment where all employees and stakeholders can voice their concerns without fear of retaliation. This Grievance Mechanism provides a structured and transparent process for reporting and addressing workplace-related grievances, ensuring that all issues are handled fairly, confidentially, and in a timely manner.

### 8.1. Scope of the Grievance Mechanism

This mechanism applies to all employees, suppliers, contractors, and other stakeholders associated with Stella Hospitality. It covers grievances related to, but not limited to:

- **Employee Health & Safety:** Unsafe working conditions, lack of protective equipment, exposure to hazardous materials, or violations of occupational health standards.
- **Harassment & Discrimination:** Any form of workplace harassment, including sexual harassment, bullying, or discrimination based on gender, race, nationality, religion, disability, or other protected characteristics.
- **Labor & Human Rights Issues:** Violations related to unfair wages, excessive working hours, lack of breaks, forced labor, child labor, or denial of freedom of association.
- **Governance Issues:** Ethical misconduct, corruption, bribery, conflicts of interest, fraudulent activities, or violations of company policies.
- **Wage & Benefit Disputes:** Non-payment of wages, disputes over benefits, or unfair deductions from salaries.
- **Unfair Treatment & Retaliation:** Complaints regarding unfair disciplinary actions, wrongful termination, or retaliation for reporting concerns.
- **Environmental & Sustainability Concerns:** Violations of environmental policies, improper waste disposal, or non-compliance with sustainability commitments.

### 8.2. Key Principles of the Grievance Mechanism

To ensure the effectiveness of this grievance mechanism, it incorporates the following essential elements:

1. **Accessibility:**
  - The grievance mechanism is available to all employees and stakeholders at all times.
  - Information about the grievance process is clearly communicated through employee handbooks, notice boards, email communications, and training sessions.
  - Grievance submission options are available in multiple languages and accessible formats to accommodate employees with different linguistic or geographic barriers.

- Special provisions exist for employees in minority or vulnerable positions to ensure their concerns are heard.

2. **Non-Retaliation:**

- Stella Hospitality strictly prohibits retaliation against individuals who report grievances in good faith.
- Employees and stakeholders raising concerns are protected from any adverse actions, including demotion, termination, or mistreatment.
- Anyone found retaliating against a complainant will face disciplinary action, up to and including termination.

3. **Confidentiality:**

- All grievances are handled with strict confidentiality to protect the identity of the complainant.
- Information regarding the grievance is shared only on a need-to-know basis.
- Anonymous reporting options are available through secure reporting channels.

## 8.3. Reporting Channels

Employees and stakeholders can report grievances through the following channels:

- **Confidential Email:** [grievance@stellahospitality.com](mailto:grievance@stellahospitality.com) (Monitored by HR and Compliance Officers)
- **Dedicated Hotline:** +971-412-5678 (Available 24/7, managed by an independent third party)
- **Online Grievance Portal:** <https://grievance.stellahospitality.com> (Allows for anonymous reporting)
- **In-Person Submission:** Directly to HR, Compliance Officer, or designated grievance representatives

## 8.4. Grievance Handling Process

1. **Acknowledgment:** The complainant receives an acknowledgment within five business days of submission.
2. **Preliminary Review:** HR and Compliance Officers conduct an initial review to determine the severity and validity of the complaint.
3. **Investigation:** A formal investigation is conducted by an internal or external independent team, depending on the nature of the grievance.
4. **Resolution & Action:** Appropriate corrective measures are implemented if the grievance is substantiated.



5. **Feedback & Closure:** Where possible, the complainant is informed of the outcome without breaching confidentiality.

## 8.5. Follow-Up & Continuous Improvement

- **Regular audits and assessments** are conducted to evaluate the effectiveness of the grievance mechanism.
- **Employee feedback** is solicited to identify areas for improvement.
- **Training programs** ensure that employees and management understand the importance of ethical grievance handling.

## 9. Remediation Procedure

Stella Hospitality is committed to providing a safe, inclusive, and ethical workplace. This remediation procedure ensures that all grievances, including discrimination, harassment, health & safety violations, labor & human rights concerns, and governance issues, are addressed fairly, transparently, and effectively.

### 9.1. Scope

This procedure applies to all employees, contractors, suppliers, and stakeholders engaging with Stella Hospitality. It covers complaints related to:

- Discrimination & Harassment (e.g., gender bias, workplace bullying, racial discrimination)
- Health & Safety Violations (e.g., unsafe working conditions, lack of proper safety measures)
- Labor & Human Rights Violations (e.g., unfair wages, forced labor, child labor concerns)
- Governance & Ethical Breaches (e.g., corruption, bribery, unethical practices)
- Retaliation against Whistleblowers

### 9.2. Remediation Process

#### A. Reporting & Initial Response

1. Complaint Submission: Employees and stakeholders may report grievances through:
  - Confidential email: [whistleblower@stellahospitality.com](mailto:whistleblower@stellahospitality.com)
  - Online portal: <https://whistleblower.stellahospitality.com>
  - HR department, direct managers, or anonymous reporting channels
  - Grievance Mechanism: Complaints may also be formally registered through the company's grievance mechanism to ensure structured resolution.
2. Acknowledgment: Reports are acknowledged within 5 business days, confirming receipt and outlining next steps.
3. Non-Retaliation & Confidentiality: All reports are handled with strict confidentiality, and retaliation against complainants is prohibited.

## B. Investigation & Fact-Finding

1. **Assignment of Investigators:** HR, Compliance, or an independent investigator (for severe cases) leads the inquiry.
2. **Data Collection:** Witness statements, documentation, and evidence are reviewed.
3. **Preliminary Findings Report:** Within 15-30 days, an initial report is prepared, summarizing findings and potential violations.

## C. Corrective & Remedial Actions

1. **Appropriate Response Measures:** Based on findings, Stella Hospitality implements:
  - **Policy Revisions & Training:** Addressing systemic issues through additional employee education.
  - **Disciplinary Actions:** Including warnings, suspension, or termination for offenders.
  - **Restorative Support for Victims:** Compensation, counseling, or professional rehabilitation support.
  - **Workplace Adjustments:** Transfers, restructuring, or enhanced monitoring to prevent future incidents.
2. **Transparency & Follow-Up:** All concerned parties receive an update on corrective actions within 30-60 days, where possible.
3. **Legal & Compliance Measures:** If legal violations are identified, Stella Hospitality coordinates with regulatory bodies.

## 9.3. Preventive Strategies

- Mandatory training programs on ethics, anti-discrimination, and workplace safety.
- Regular audits and risk assessments to detect emerging concerns.
- Empowered leadership training to foster a culture of accountability and fairness.

## 9.4. Ongoing Monitoring & Reporting

- Annual grievance reports to track case resolutions and improvements.
- Employee feedback surveys to assess the effectiveness of remediation efforts.
- Independent reviews, when necessary, to enhance transparency and trust.

## 9.5. Legal & Ethical Compliance

- Stella Hospitality ensures all remediation aligns with local labor laws, international human rights standards, and corporate governance policies.
- In severe cases, external legal counsel or independent audits may be conducted.

## 10. Whistleblower Procedure

Stella Hospitality is committed to maintaining the highest standards of integrity, transparency, and accountability in all its business operations. To uphold these values, we encourage employees, suppliers, customers, and other stakeholders to report any suspected cases of governance violations, financial mismanagement, corruption, bribery, unethical conduct, human rights violations, labor rights abuses, environmental non-compliance, or information security concerns without fear of retaliation. The purpose of this Whistleblower Procedure is to provide a clear and confidential channel for reporting misconduct, ensuring that all allegations are taken seriously and investigated promptly.

### 10.1. Reporting Channels

Stella Hospitality has established multiple dedicated and secure reporting channels for whistleblowers to report all governance-related concerns, including but not limited to corruption, bribery, fraud, human rights abuses, labor violations, environmental breaches, and financial misconduct. These include:

- **Confidential Email:** [whistleblower@stellahospitality.com](mailto:whistleblower@stellahospitality.com) (monitored by the Compliance Officer)
- **Independent Third-Party Hotline:** +971-412-3456 (Available 24/7)
- **Online Portal:** [<https://whistleblower.stellahospitality.com>] (accessible anonymously)
- **Confidential Contact Person:** Compliance Officer, Stella Hospitality.

### 10.2. Confidentiality Guarantee

- Whistleblowers may choose to remain anonymous.
- All reports are treated with the highest level of confidentiality, and the identity of the whistleblower is protected to the fullest extent permitted by law.

### 10.3. Non-Retaliation Guarantee

- Stella Hospitality strictly prohibits any form of retaliation against whistleblowers.
- Employees or stakeholders who retaliate against a whistleblower are subjected to disciplinary action, up to and including termination.
- Any whistleblower who experiences retaliation is encouraged to report it through the dedicated reporting channels for immediate action.

## 10.4. Investigation Process

1. **Acknowledgment:** The whistleblower receives an acknowledgment within five business days of submitting a report.
2. **Assessment:** The Compliance Officer conduct an initial review to determine if the claim falls within the scope of governance issues, financial irregularities, ethical violations, or security concerns.
3. **Investigation:** A formal investigation is carried out by an internal or external independent team.
4. **Resolution:** Appropriate corrective or disciplinary actions are taken if allegations are substantiated.
5. **Feedback:** Where possible and appropriate, the whistleblower is informed of the outcome.

## 10.5. Reporting Governance and Compliance Concerns :

Employees and stakeholders are encouraged to report any concerns related to governance and regulatory compliance, including but not limited to:

- Financial fraud, misreporting, or embezzlement
- Violations of anti-corruption laws and bribery policies
- Human rights violations, including forced labor or child labor
- Workplace harassment, discrimination, or unethical employment practices
- Environmental regulation breaches or unsafe business practices
- Conflicts of interest and misuse of company resources
- Data breaches, leaks, or cybersecurity threats
- Any other violation of Stella Hospitality's corporate governance policies.

While Stella Hospitality encourages reporting in good faith, knowingly submitting false or misleading reports is not tolerated and may lead to disciplinary action.

### F. Follow-Up Process

- Investigations are completed **within 60 days** where possible, depending on the complexity of the case.
- Whistleblowers can check the status of their report without compromising confidentiality by contacting the Compliance Officer via secure communication.

## 11. Review Mechanism

The Employee Handbook is reviewed **annually** to ensure alignment with the latest legal requirements, internal policies, and operational practices across all Stella Hospitality locations (UAE, Saudi Arabia, Jordan, and Bahrain).

An **immediate review** will be conducted if:

- There are changes in local labor laws or regulations.
- Significant internal policy or organizational structure changes occur.
- Any major incident highlights the need for policy updates.

All revisions are documented in the revision history table below.

### 11.1.Revision History

Revision No.	Date	Description of Change	Reviewed By	Approved By
00	01-01-2024	Initial Release	HR & Compliance	Senior Management
01	01-01-2025	--	HR & Compliance	Senior Management

**Approved By :**

**Marwan Abu Sakha**

**Group Head of Corporate Development**








## **12. Employee Handbook Acknowledgement Form**

I, the undersigned, hereby acknowledge that I have received, read, and understood the Employee Handbook for Stella Hospitality. I understand that this handbook contains important information regarding the company's policies, procedures, and expectations.

I acknowledge and agree to the following:

1. I am responsible for reading and familiarizing myself with the policies, guidelines, and expectations outlined in the Employee Handbook.
2. I understand that the Employee Handbook is a guideline for the policies and practices at Stella Hospitality and does not constitute a contract of employment.
3. I agree to comply with the policies, procedures, and guidelines set forth in the handbook as a condition of my employment with Stella Hospitality.
4. I understand that Stella Hospitality reserves the right to interpret, modify, or discontinue any provisions in the Employee Handbook at its sole discretion, with or without notice.
5. I am aware that if I have any questions regarding the content of the handbook, I can reach out to my supervisor or the Human Resources Department for clarification and assistance.

**Employee's Name: Sarah Alismail**

**Designation: Digital Transformation Officer**

**Employee's Signature:** \_\_\_\_\_

A handwritten signature in black ink, appearing to be 'Sarah Alismail', written over a horizontal line.

**Date: 29/4/2025**