stella
hospitality

STANDARD
OPERATING
PROCEDURE

Revision Number : 01

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Table of Contents

❖ Introduction

At Stella Hospitality, our mission is to provide innovative and customized amenity solutions to the hotel industry while maintaining the highest standards of operational efficiency, safety, and quality assurance. This Standard Operating Procedure (SOP) Manual serves as a comprehensive guide to ensure consistent, efficient, and compliant practices across all functions and sites.

❖ Purpose of This SOP Manual

The purpose of this SOP Manual is to:

- Establish standardized protocols that support operational excellence.
- Ensure compliance with local and international industry regulations and best practices.
- Minimize risks related to product quality, safety, and operational inefficiencies.
- Foster a culture of accountability and transparency across all levels of the organization.

This SOP Manual empowers employees by providing them with the knowledge and tools necessary to uphold Stella Hospitality's operational and ethical standards. It fosters an adaptable approach to industry advancements and evolving hospitality regulations. This living document evolves to reflect the changing needs of the business, providing employees, contractors, and partners with clear, actionable steps to maintain consistent practices aligned with Stella Hospitality's core values of quality, customization, and customer satisfaction.

❖ Scope

This SOP Manual applies to all employees, contractors, and third-party vendors associated with Stella Hospitality. It covers operational, safety, and compliance practices across all sites, ensuring uniform adherence to established policies and procedures. This SOP Manual serves as a dynamic document, subject to regular review and updates to accommodate industry changes, regulatory requirements, and company objectives.

❖ Applicable Sites

Site Name	Location	Primary Function
Saudi	Ad Dahiah, Jeddah, Saudi Arabia.	Warehouse
	Du AL-Nourain Center, Du AL-Nourain St., 3084 Sharafiyah, 23218 Jeddah, Saudi Arabia	Office
UAE	1502, Damac Smart Heights Barsha heights-Tecom, Dubai	Office
	Umm Dera - Emirate of Umm Al Quwain - United Arab Emirates.	Warehouse
Jordan	Marka: Nicola Yousef Al Turk St 7, Amman, Jordan.	Warehouse
	Aqaba: Al-Herafya Area - New Business District-Bilal Nihad Al-Athira Co, Aqaba, Jordan.	
	Building #8, Abdullah Bin Rawaha Street Al Rabyeh 11953, Amman Jordan	Office
Bahrain	Building 2639, Road/Street 1537, HIDD, Block 115, Bahrain.	Warehouse

❖ Core Values Embedded in our SOPs

- Integrity & Ethical Business Practice
- Respect for Individuals
- Customer Centric Approach
- Quality Excellence
- Environmental Responsibility
- Continuous Improvements & Innovation

❖ Standard Operating Procedures (SOP) for Working Conditions

➢ Purpose

This SOP outlines Stella Hospitality's commitment to providing a safe and compliant working environment for all employees, contractors, and visitors. It includes measures to, ensure employee well-being, and regulate the conduct of security personnel in accordance with legal and ethical standards.

➢ Scope

This SOP applies to all employees, departments, contractors, and security personnel within Stella Hospitality across all operational offices. It covers guidelines for workplace safety and security personnel conduct to ensure a safe and professional working environment.

➢ Definitions

- **Ethical Conduct**: Behaviour that aligns with Stella Hospitality's core values, including integrity, professionalism, and respect for workplace policies.

- **PPE (Personal Protective Equipment)**: Equipment such as gloves, masks, protective clothing, and eye protection used to safeguard employees from workplace hazards.

- **De-escalation Techniques**: Methods used to prevent conflicts from escalating into physical altercations, particularly for customer service and security personnel.

- **Workplace Safety and Compliance Standards**: Company policies and legal frameworks that ensure a hazard-free and healthy work environment.

➢ Measures and Procedures

1. **Ethical Conduct and Security Personnel Guidelines**

- **Security Personnel Training**: Security officers undergo training   to handle workplace situations professionally, focusing on de-escalation techniques and ethical behaviour.

- **Non-Restrictive Security Practices**: Employees and visitors are not unduly restricted in their movements unless security concerns necessitate intervention, in line with legal standards.

- **Accountability Measures**: Any security-related incidents are documented and reviewed to ensure compliance with ethical and legal standards.

2. **Workplace Safety and Compliance Audits**

- **Monthly Safety Inspections**: A designated Safety Officer conducts inspections to identify and rectify potential hazards.

- **Employee Feedback Mechanism**: Employees report safety concerns through surveys, suggestion boxes, or directly to HR.

- **Documentation and Reporting**: Safety audits and incident reports are maintained and reviewed regularly.

3. **Training and Education for Employees and Security Personnel**

- **Workplace Safety Training**: Employees receive periodic training on hazard identification, safe handling of products, and emergency response protocols.

- **Security Training**: Security and frontline employees undergo training in conflict resolution, professionalism, and emergency response.

- **Emergency Drills**: Drills for fire safety, medical emergencies are conducted to ensure preparedness.

4. **Incident Reporting and Investigation**

- **Incident Reporting System**: Employees report any workplace safety incidents, unethical security actions, through the company's reporting system.

- **Investigation Process**: HR and the Health and Safety Officer investigate reported incidents, and appropriate corrective actions are implemented.

- **Follow-Up Actions**: Employees involved in safety breaches undergo retraining, and disciplinary measures are enforced where necessary.

5. **Health Monitoring and Employee Well-being**

- **Health Check-Ups**: Employees have access to periodic medical screenings.

- **Mental Health Support**: Stella Hospitality provide resources for stress management and counselling to support employees' mental well-being.

➢ Roles and Responsibilities

1. **Health and Safety Officer:**

- Oversee workplace safety and ensure compliance with protocols.

- Conduct workplace safety audits and implement corrective measures.

2. **HR Department:**

- Ensure employees receive proper training on safety procedures and ethical conduct.

- Address and resolve any security-related complaints or concerns.

3. **Security Supervisor:**

- Train security personnel on ethical conduct and ensure compliance with policies.

- Monitor and report security incidents for review and corrective action.

4. **Employees:**

- Adhere to safety guidelines and wear PPE when required.

- Report unsafe conditions and unethical behaviour to the appropriate department.

➢ Review Mechanism

This SOP is reviewed annually or after any significant workplace incident to ensure alignment with updated legal and company policies.

Review Process:

- **Frequency**: Annually or post-incident.

- **Primary Reviewers**: Health and Safety Officer, HR Department, and Security Supervisor.

- **Scope**: Evaluate safety measures, incident reports, and training effectiveness.

- **Updates & Communication**: Update the SOP based on review findings. Any changes are communicated to employees through training sessions, internal memos, and email notifications.

❖ **Standard Operating Procedures (SOPs) for Employee Performance**

➢ Purpose

This Standard Operating Procedure (SOP) defines the structured approach for evaluating employee performance at Stella Hospitality. The goal is to assess individual contributions, foster professional growth, identify development needs, and ensure alignment with organizational objectives. Conducting regular assessments enables the company to identify areas for improvement, provide necessary support, and recognize top performers, ensuring continued excellence in hospitality services.

➢ Scope

This SOP applies to all employees, managers, and human resources personnel involved in the performance evaluation process. It covers self-assessment, manager evaluations, feedback sessions, and the documentation of performance results across all business units and departments within Stella Hospitality.

➢ Definitions

- **Performance Evaluation:** A structured process to measure an employee's work performance against predefined criteria.
- **Self-Evaluation:** An employee's self-assessment of their performance over a specific period.
- **Manager Evaluation:** An evaluation conducted by an employee's direct manager or supervisor.
- **Evaluation Criteria:** Predefined standards to assess job performance, communication, individual attributes, and collaboration.

➢ Process Flow

1. Performance Evaluation Schedule

- **Frequency:** Evaluations are conducted annually to ensure continuous improvement and alignment with company goals.

- **Timeline:**

  - **January 1-10:** Self-evaluations submitted.
  - **January 11-20:** Manager evaluations completed.
  - **January 21-31:** Feedback sessions held, and results finalized.

2. Evaluation Criteria

- The evaluation is based on a 5-point rating scale, where:

- o   1 = Poor Performance
- o   2 = Needs Improvement
- o   3 = Meets Expectations
- o   4 = Exceeds Expectations
- o   5 = Outstanding Performance

3. Assessment Categories

a) Job Performance:

- Knowledge and expertise in job responsibilities.
- Adherence to company policies and quality standards.
- Initiative, problem-solving, and ethical conduct.

b) Communication & Professionalism:

- Clarity and effectiveness in communication.
- Professionalism and teamwork.
- Respectful behaviour towards colleagues and clients.

c) Individual Work Characteristics:

- Task completion, efficiency, and accountability.
- Adaptability and willingness to take on new responsibilities.

d) Collaboration & Customer Service Excellence:

- Team contribution and alignment with company objectives.
- Commitment to hospitality service excellence.
- Client satisfaction.

4. Roles and Responsibilities

a) Employees:

- Complete the self-evaluation honestly and submit it on time.
- Actively participate in feedback sessions.

b) Managers/Supervisors:

- Conduct fair and objective evaluations.
- Provide constructive feedback and guidance.

c) HR Department:

- Ensure timely coordination of evaluations.
- Consolidate and document results.
- Address discrepancies or conflicts.

5. Performance Evaluation Procedure

- **Self-Evaluation:**
  - Employees complete the evaluation form provided by HR.
  - Responses have to be honest and include specific examples.
- **Manager Evaluation:** Managers assess employees based on predefined criteria and provide ratings with justification.
- **Review & Consolidation:** HR consolidates scores and prepares final reports.

- **Feedback Session:** One-on-one discussions between employees and managers covering:
    - Strengths and accomplishments.
    - Areas for development.
    - Goals for the next evaluation period.
- **Documentation & Approval:**
    - The final evaluation form is signed by the employee, manager, and HR.
    - Copies are stored in HR records.

6. **Use of Evaluation Results**
- **Rewards & Recognition:** High performers are considered for incentives, promotions, or special projects.
- **Training & Development:** Identified skill gaps are addressed through targeted training programs.
- **Performance Improvement Plans (PIP):** Employees with low scores undergo a structured improvement plan with defined goals.

7. **Confidentiality**
- All performance evaluation records are strictly confidential and accessible only to authorized personnel.

➤ Evaluation Form Overview

The Employee Performance Evaluation Form consists of:
- **Employee Information:** Name, Department, Evaluation Period.
- **Criteria Ratings:** Scores for each category.
- **Overall Score:** Consolidated average score.
- **Remarks & Feedback:** Comments from the manager.
- **Signatures:** Employee, Manager, and HR Representative.

➤ Key Metrics for Success

- **Completion Rate:** 100% of evaluations completed on schedule.
- **Employee Satisfaction:** Minimum 90% satisfaction rate in feedback surveys.
- **Performance Improvement:** Measurable skill development in underperforming employees.

➤ Review Mechanism

This SOP is reviewed annually by the HR Manager to incorporate updates based on business needs, employee feedback, and regulatory changes.

❖ **Standard Operating Procedures (SOPs) for Buyer Performance**

➢ Purpose

This Standard Operating Procedure (SOP) establishes a structured approach for evaluating the performance of buyers at Stella Hospitality. The objective is to ensure the procurement team meets quality, cost-efficiency, supplier relationship management, and compliance expectations. Regular assessments help in identifying areas for improvement, fostering professional development, and ensuring alignment with the company's procurement and sustainability goals.

➢ Scope

This SOP applies to all buyers, procurement managers, and supply chain personnel involved in sourcing, negotiating, and procuring goods and services for Stella Hospitality. It covers individual and team performance evaluations across all procurement activities, including supplier management, cost control, and adherence to ethical procurement practices.

➢ Definitions

- **Buyer Performance Evaluation:** A structured process to assess the effectiveness and efficiency of a buyer's procurement activities.
- **Key Performance Indicators (KPIs):** Measurable criteria used to assess buyer performance.
- **Supplier Relationship Management:** The ability to build and maintain strong supplier partnerships.
- **Cost Savings & Budget Adherence:** Performance metric evaluating a buyer's ability to negotiate competitive pricing.
- **Compliance & Ethical Sourcing:** Ensuring procurement follows company policies and regulatory requirements.

➢ Process Flow

1. **Performance Evaluation Schedule**
   - **Frequency:** Evaluations are conducted annually to ensure continuous improvement and alignment with company goals.

   - **Timeline:**

     ▪ **January 1-10:** Self-evaluations submitted.
     ▪ **January 11-20:** Procurement Manager evaluations completed.
     ▪ **January 21-31:** Feedback sessions held, and results are finalized.

2. **Evaluation Criteria**

   - The evaluation is based on a 5-point rating scale, where:

- o 1 = Poor Performance
- o 2 = Needs Improvement
- o 3 = Meets Expectations
- o 4 = Exceeds Expectations
- o 5 = Outstanding Performance

3. **Assessment Categories**
- o **Procurement Efficiency & Cost Savings:**
  - Negotiation skills and cost reduction strategies.
  - Ability to secure competitive pricing within budget constraints.
- o **Supplier Management & Relationship Building:**
  - Strong partnerships with reliable suppliers.
  - Effective communication and issue resolution with vendors.
- o **Compliance & Ethical Sourcing:**
  - Adherence to company policies, sustainability goals, and regulatory requirements.
  - Ensuring ethical procurement practices and avoidance of conflicts of interest.
- o **Inventory & Demand Planning:**
  - Procurement aligned with operational needs and stock management efficiency.
  - Avoidance of overstocking or stock shortages.
- o **Documentation & Reporting:**
  - Accuracy in purchase orders, contracts, and supplier documentation.
  - Timely submission of reports and procurement records.

➢ Roles and Responsibilities

1. **Buyers:**
   - Complete the self-evaluation form honestly and submit it on time.
   - Maintain records of procurement activities for evaluation purposes.
2. **Procurement Managers:**
   - Conduct objective evaluations based on predefined criteria.
   - Provide constructive feedback and development recommendations.
3. **HR & Compliance Team:**
   - Ensure timely coordination of evaluations.
   - Address discrepancies or conflicts in evaluation results.

➢ Performance Evaluation Procedure

1. **Self-Evaluation:**
   - Buyers complete the evaluation form provided by HR.
   - Responses have to be honest.
2. **Manager Evaluation:** Procurement managers assess buyers based on KPIs and provide ratings with justification.
3. **Review & Consolidation:** HR consolidates scores and prepares final reports.
4. **Feedback Session:** One-on-one discussions between buyers and managers covering:
   - Strengths and accomplishments.

- Areas for development.
- Goals for the next evaluation period.

5. **Documentation & Approval:**
   - The final evaluation form is signed by the buyer, procurement manager, and HR.
   - Copies are stored in HR records.

➢ Use of Evaluation Results

- **Rewards & Recognition:** High performers are considered for incentives, promotions, or special projects.
- **Training & Development:** Identified skill gaps are addressed through targeted training programs.
- **Performance Improvement Plans (PIP):** Buyers with low scores undergo a structured improvement plan with defined goals.

➢ Confidentiality

- All performance evaluation records are strictly confidential and accessible only to authorized personnel.

➢ Evaluation Form Overview

The Buyer Performance Evaluation Form consists of:
- **Buyer Information:** Name, Department, Evaluation Period.
- **Criteria Ratings:** Scores for each category.
- **Overall Score:** Consolidated average score.
- **Remarks & Feedback:** Comments from the procurement manager.
- **Signatures:** Buyer, Procurement Manager, and HR Representative.

➢ Key Metrics for Success

- **Completion Rate:** 100% of evaluations completed on schedule.
- **Procurement Efficiency:** Achievement of cost-saving targets and supplier reliability improvements.
- **Compliance Score:** 100% adherence to procurement policies and ethical sourcing guidelines.

➢ Review Mechanism

This SOP is reviewed annually by the Procurement Head & HR Manager to incorporate updates based on business needs, buyer feedback, and regulatory changes.

❖ **Standard Operating Procedures (SOPs) for Energy Efficient Operations**

➢ Purpose

This Standard Operating Procedure (SOP) outlines the adoption and implementation of energy-efficient lighting, HVAC systems, and technologies at Stella Hospitality. The purpose is to improve energy efficiency, minimize the environmental footprint, comply with sustainability objectives, and reduce operational costs without compromising workplace comfort or functionality. By adopting best practices and innovative technologies, the company aims to contribute to responsible business operations and long-term savings.

➢ Scope

This SOP applies to all Stella Hospitality offices and warehouses, and to all personnel involved in the operation, maintenance, and management of energy-related systems and infrastructure. It covers the installation, maintenance, and monitoring of energy-efficient HVAC technologies, smart lighting, and occupancy sensor controls in both office and warehouse environments.

➢ Definitions

- **HVAC Systems (Heating, Ventilation, and Air Conditioning):** Equipment used to regulate indoor temperature, humidity, and air quality.

- **Occupancy Sensor Control:** Technology that automatically adjusts temperature and lighting settings based on room occupancy.

- **LED Lighting:** Energy-efficient lighting that consumes significantly less power compared to traditional lighting solutions.

- **Smart Thermostats:** Devices that optimize climate control by adjusting heating and cooling based on occupancy and outdoor weather conditions.

➢ Measures and Procedures

1. Installation of Energy Efficient HVAC System:

- Upgraded outdated HVAC units with energy-efficient models that meet international energy standards.
- Installed smart thermostats in office and warehouse spaces to optimize heating and cooling.
- Implement full-scale LED lighting conversion across all facilities to lower energy usage and improve lighting efficiency.

2. Adoption of Energy-Saving Technologies
- Occupancy Sensor Controls are integrated into office spaces and warehouses to regulate HVAC and lighting based on real-time occupancy.
- Utilize programmable timers and automation systems to prevent unnecessary operation during non-business hours.
- Monitor and adjust lighting levels based on daylight availability.

3. Training and Awareness
- Conduct annual training for maintenance teams and staff on energy-efficient practices and proper usage of installed technologies.
- Display signage promoting energy conservation practices (e.g., "Turn off lights when not in use") at strategic facility points.

4. Maintenance and Monitoring
- Conduct regular preventive maintenance of HVAC systems to ensure continued energy efficiency.
- Use IoT-based energy monitoring systems to track HVAC performance and identify inefficiencies.
- Maintain records of energy usage, equipment servicing, and technology upgrades for compliance and performance evaluation.

➤ Roles and Responsibilities

1. Facility Managers:
- Oversee the installation and maintenance of energy-efficient HVAC systems.
- Ensure compliance with the SOP and relevant local, national, and international energy efficiency standards.
- Conduct regular performance evaluations and report findings to senior management.
- Coordinate with vendors for timely upgrades and preventive maintenance of equipment.

2. Operations Team:
- Monitor real-time HVAC energy consumption using IoT-based tracking systems.
- Implement best practices to maximize energy efficiency in daily operations.
- Immediately report anomalies or inefficiencies to Facility Managers.

3. Sustainability Team:
- Track energy savings and carbon footprint reductions from efficiency initiatives.
- Provide training and awareness programs on energy conservation.
- Recommend additional improvements or technologies for future adoption.
- Prepare and present quarterly sustainability reports to executive leadership.

➢ Monitoring and Reporting

- Monthly energy reports are generated to track HVAC and lighting efficiency and identify improvement areas.
- Annual performance reviews assess the impact of installed technologies on energy consumption and sustainability goals.
- Benchmarking against industry best practices to ensure Stella Hospitality remains at the forefront of energy-efficient operations.
- Use of automated dashboards and KPIs for real-time tracking and visualization of energy metrics.
- Corrective actions are initiated based on identified inefficiencies or deviations from targets.

➢ Key Metrics for Success

- **Reduction in Energy Consumption:** Target 15% reduction.

➢ Review Mechanism

This SOP is reviewed annually by the Sustainability and Facility Management Teams to incorporate advancements in energy-efficient technologies and ensure continued alignment with corporate sustainability goals.

Key Review Details:
- **Frequency:** Annually or post-incident.
- **Stakeholders Involved:** Facility Managers, IT Team, and Sustainability Team.
- **Scope:** Assess compliance, identify inefficiencies, and incorporate new technologies or best practices.
- **Documentation:** All changes and updates are documented and communicated to stakeholders.

❖ **Standard Operating Procedures (SOPs) for Material Management**

➢ Purpose

This SOP outlines Stella Hospitality's initiatives and procedures for optimizing material consumption, promoting sustainable input materials, and ensuring the responsible handling and disposal of materials used in procurement, storage and distribution. These efforts aim to enhance operational efficiency, reduce environmental impact, and align with the company's sustainability objectives and regulatory compliance.

➢ Scope

This SOP applies to all employees, operational units, and stakeholders involved in the procurement and disposal processes across Stella Hospitality's supply chain and logistics operations. The guidelines cover material optimization, use of sustainable and recovered materials, and protocols for responsible material handling and disposal. It ensures alignment with sustainability and safety goals across all operational locations.

➢ Definitions

- **Material Optimization:** Methods to reduce material waste while maintaining quality and efficiency in logistics and distribution.
- **Recovered Materials:** Materials reclaimed from supply chain waste or returns and reused in operations.
- **Eco-Friendly Input Materials:** Biodegradable, recyclable, or sustainable materials that minimize environmental impact.
- **Alternative Substitutes:** Safer, eco-friendly materials used in place of non-sustainable options.

➢ Measures and Procedures

1. Optimization of Material Consumption
Minimizing material usage while ensuring efficient procurement and distribution.
- Implemented lean inventory management to optimize material use.
- Ensure right-sized packaging to reduce material waste in distribution.
- Encouraging the reuse of packaging materials where possible.
- Conducts periodic audits to identify areas for material efficiency improvement.
- Use digital tools for demand forecasting and stock level analysis

2. Use of Recovered Materials
Enhancing resource efficiency by integrating recovered materials into operations.
- Establishes processes for collecting and segregating reusable packaging materials and amenity containers.
- Partner with certified recycling vendors for materials unsuitable for reuse.
- Maintains a tracking system to monitor the percentage of recovered materials used.
- Set annual targets for recovered material integration into operations.

Material Type	Source	% Recovered	Reuse Method
Cardboard	Returned shipments	40%	Reused for secondary packing
Plastic Bottles	Guest amenities	30%	Refurbished / Recycled
Glass Containers	Returned from clients	10%	Sanitized & reused

3. Use of Sustainable and Eco-Friendly Input Materials

Reduce environmental impact by prioritizing sustainable materials.

- Sources biodegradable and recyclable materials for packaging and product components.
- Utilizes sustainable alternatives for plastic bottles.
- Collaborates with suppliers offering eco-friendly packaging solutions.
- Educates employees and suppliers on sustainable materials and their benefits.

Material Category	Sustainable Alternative	Current Use %	Target Use %
Plastic Packaging	Recyclable PET	25%	50%
Bottle Components	Bioplastics	20%	40%
Shipping Fillers	Paper-based fillers	40%	80%

4. Responsible Handling and Disposal of Materials

Ensure safe handling and proper disposal of materials to minimize environmental and health risks.

- Implements proper storage and labelling for materials used in logistics.
- Training for employees on waste handling protocols, including proper disposal.
- Partner with certified waste management vendors to ensure regulatory compliance.
- Conducts periodic assessments to improve material handling and disposal processes.
- Maintain documentation of disposal records and regulatory compliance reports

5. Adoption of Safer, Alternative Materials

Reduce dependency on non-sustainable substances by incorporating safer substitutes.

- Replaces traditional plastic packaging with biodegradable alternatives.
- Implements a material substitution policy that prioritizes greener alternatives.
- Engage cross-functional teams (procurement, sustainability, quality) to assess and approve substitutions
- Continuous implementation of innovative sustainable materials.

Current Material	Sustainable Substitute	Substitution Status	Responsible Team	Evaluation Criteria
PET Plastic Bottles	Biodegradable PLA	In Progress	Procurement / Sustainability	Durability, Cost, Eco-Impact

Shrink Wrap	Recyclable Paper Wrap	Completed	Logistics / Quality	Performance, Cost
Foam Inserts	Molded Pulp Inserts	Under Review	R&D / QA	Cushioning, Cost, Sustainability
PE Bags	Compostable Bags	Piloting	Supply Chain	Shelf life, Environmental Score

➢ Roles and Responsibilities

1. **Operations Team:**
   - Optimizes logistics and distribution processes to minimize material wastage.
   - Identifies opportunities for the integration of recovered and eco-friendly materials.
   - Ensures adherence to material handling and disposal protocols.
2. **Procurement Team:**
   - Sourcing sustainable materials.
   - Maintains a database of suppliers offering eco-friendly materials.
3. **Environmental Compliance Team:**
   - Conducts audits on material usage and waste disposal.
   - Ensures compliance with sustainability goals and regulatory requirements.
   - Prepare reports on material management initiatives.
4. **Employees:**
   - Follows material usage and waste disposal guidelines.
   - Participatess in training on sustainable practices and material handling.
   - Report any incidents of material wastage or unsafe handling.

➢ Monitoring and Reporting

   - Conducts reviews of material consumption and waste management.
   - Tracks the percentage of recovered and eco-friendly materials used in operations.
   - Prepare annual reports on sustainability metrics, including waste reduction and sustainable material adoption.
   - Communicate progress and updates to stakeholders through transparent reporting.

➢ Review Mechanism

This SOP is reviewed annually by the Environmental Compliance Team and Operations Team to ensure alignment with company objectives and regulatory requirements.

Key Review Details:
   - **Frequency:** Annually or post-incident.
   - **Stakeholders Involved:** Operations Team, Procurement Team, Environmental Compliance Team.

- **Scope:** Assess compliance, evaluate key metrics, and incorporate new sustainable materials or technologies.
- **Documentation:** All updates are documented and shared with relevant stakeholders.

❖ Standard Operating Procedures (SOPs) for Waste Management

➤ Purpose

This SOP outlines Stella Hospitality's structured approach to waste management to reduce environmental impact, enhance resource efficiency, and comply with relevant waste disposal regulations, especially those applicable to the hospitality supply chain. It provides guidelines for internal waste sorting, waste stream mapping, refurbishment of packaging materials, traceability of waste, and other sustainable waste management practices relevant to amenities supply.

➤ Scope

This SOP applies to all employees, departments, and operational units involved in waste generation, handling, and disposal activities. It encompasses processes for internal waste sorting, waste stream mapping, refurbishment and reuse of materials, and traceability of waste generated in the distribution of hospitality supplies. It also includes measures to promote environmentally responsible disposal and recycling practices. It applies to third-party logistics partners and contractors engaged in material distribution or collection. The SOP is aligned with Stella Hospitality's overarching sustainability framework.

➤ Definitions

- **Waste Streams:** Specific flows of waste materials generated, such as plastic packaging, cardboard boxes and used containers.
- **Refurbishing:** The process of inspecting, cleaning, and repurposing used packaging materials such as bottles and dispensers.
- **Traceability:** A process that ensures tracking of waste from its source through recovery, recycling, or disposal.

➤ Measures and Procedures

1. Internal Sorting & Disposal of Waste According to Waste Streams

o **Sorting Procedures:**
  - Implements dedicated waste sorting bins labelled for different waste streams, including plastic packaging, cardboard boxes.
  - Conducts mandatory employee training and periodic refresher programs on proper waste sorting practices.
  - Ensure periodic audits to monitor the effectiveness of sorting practices.

o **Disposal Methods:**
  - Partner with certified recycling facilities for proper handling of sorted waste streams.
  - Encouraging reuse and donation of materials where feasible to reduce waste generation.

Waste Stream	Sorting Method	Disposal Pathway	Responsibility
Plastic Packaging	Separate bins for each plastic type	Recycled for secondary use	Housekeeping, Logistics
Cardboard Boxes	Segregated & flattened	Sent to recycling facilities	Warehouse Team
Used Amenity Containers	Collected for repurposing	Refilled, refurbished, or recycled	Quality & Operations
Biodegradable Packaging	Kept separate from plastics	Disposed of sustainably	Housekeeping

2. Mapping of Waste Streams

Mapping Techniques:
- Developed a visual mapping process to track waste from distribution to collection and recycling.
- Uses waste mapping software to track waste volumes and destinations.
- Identifies inefficiencies in waste processing through periodic assessments.

Waste Stream Element	Source	Recovery Process	Final Destination
Plastic Packaging	Distribution & Returns	Cleaning and recycling	Secondary plastic production
Cardboard Boxes	Shipping & Storage	Recycling	Paper production
Used Amenity Containers	Customers, Hotels	Refill & Reuse	Circular Reuse Program
Biodegradable Packaging	Order Packaging	Composting or sustainable	Organic Waste Disposal

3. Refurbishing and Reuse of Packaging Materials

Refurbishment Process:
- Established a collection system for used amenity containers to enable cleaning, reassembling, and refilling.
- Partner with vendors specializing in repurposing hospitality packaging materials.
- Implements internal protocols for safe and hygienic reuse of packaging.

Reduction in Waste:
- Prioritizes the use of reusable and refillable packaging.
- Tracks the lifecycle of refurbished packaging to maintain sustainability metrics

Step	Activity	Responsible Team	Notes
1	Collection of used containers	Housekeeping / Logistics	Ensure segregation at source
2	Inspection for damage and usability	QA Team	Discard damaged units responsibly
3	Cleaning and sanitation	Operations	Must follow hygiene protocol
4	Refilling or reassembling	Operations / Packaging	Follow batch tracking
5	Reintroduction into supply	Logistics	Use traceable IDs

4. Implementation of Traceability Process for Waste Management

Traceability System:
- Establishes a waste tracking system to monitor collection, recycling, and disposal pathways.
- Partner with certified waste management facilities.
- Implemented barcode or RFID systems for tracking reusable components and packaging.

Monitoring and Reporting:
- Generates periodic reports on the handling and disposal of waste to ensure compliance with regulations.

Parameter	Tool/System Used	Frequency	Responsible Department
Waste Collection Tracking	Barcode / RFID	Daily	Logistics / Waste Handler
Disposal Verification	Partner Certifications	Quarterly Audit	QA / Sustainability
Refurbished Material Usage	Internal ERP Tracking	Weekly	Operations
Compliance Reports	Sustainability Dashboard	Annually	Compliance & CSR

5. Safe and Responsible Disposal Practices
- Partner with certified waste management companies to ensure sustainable disposal.
- Promoting waste reduction initiatives among partner hotels and stakeholders.
- Conducts regular employee training on waste handling protocols.

6. Promotion of Circular Economy Practices

- Increases the use of recovered materials in supplies.
- Transition to biodegradable, reusable, and recyclable packaging materials.
- Collaborates with suppliers to enhance sustainability initiatives.

➢ Roles and Responsibilities

Waste Management Team:
- Develops and oversee the implementation of waste management practices outlined in this SOP.
- Conducts audits and prepare compliance reports.

Department Heads:
- Ensures waste sorting and disposal compliance within their respective departments.
- Monitors waste management performance and report issues to the Waste Management Team.

Employees:
- Follows the waste sorting and disposal guidelines.
- Participates in training sessions and report non-compliance or inefficiencies.

➢ Monitoring and Reporting

- Conducts annual reviews of waste management practices.
- Tracks the percentage of recovered and eco-friendly materials used in operations.
- Prepares annual reports on sustainability metrics, including waste reduction and sustainable material adoption.
- Communicates progress and updates to stakeholders through transparent reporting.

➢ Review Mechanism

This SOP is reviewed annually to align with updated waste management strategies, regulatory requirements, and company sustainability objectives.

Key Review Details:
- **Frequency:** Annually or after significant operational changes.
- **Stakeholders Involved:** Waste Management Team, Environmental Compliance Team, and Operations Team.
- **Scope:** Assess compliance, evaluate waste mapping efficiency, and incorporate advancements in waste management technologies.
- **Documentation:** All updates and revisions are documented and communicated to relevant stakeholders.

❖ Standard Operating Procedures (SOPs) for Take-Back Program

➢ Purpose

Stella Hospitality is committed to sustainability and responsible waste management. The Take-Back Program ensures the proper collection, recovery, and recycling of packaging materials, reducing environmental impact and promoting circular economy principles. This SOP outlines the process, roles, and responsibilities to facilitate the program effectively.

➢ Scope

This SOP applies to all Stella Hospitality employees and authorized collection points. It covers the return, sorting, and disposal of used products, including but not limited to:

- Hotel amenities (shampoo bottles, bath gel containers, shaving cream tubes)
- Packaging materials (cardboard boxes, plastic wraps, biodegradable sachets)
- Other recyclable or reusable supplies issued by Stella Hospitality to guests or internal departments

➢ Definitions

- **Take-Back Program**: A structured initiative to collect and process used products for recycling or repurposing.
- **Circular Economy**: A system that minimizes waste by reusing, recycling, or repurposing materials.
- **Biodegradable Packaging**: Packaging materials that break down naturally without harming the environment.
- **Recycling Partners**: Third-party organizations certified to process returned items sustainably.
- **Reverse Logistics**: The process of moving used materials from the point of consumption back to the point of recycling or disposal.

➢ Program Implementation

1. **Collection Process**
   - Dedicated collection bins are placed at guest touchpoints and housekeeping stations.
   - Housekeeping staff segregates items by type: plastic, paper/cardboard, biodegradable waste, and general waste.
   - Bins are collected weekly or as scheduled, depending on volume.
   - Reverse logistics is coordinated through the operations team for transfer to processing centers.

2. **Drop-off and Return Mechanism**
   - Customers and staff may return eligible materials at designated drop-off points in hotel lobbies, staff quarters, or event venues.

- Communication materials (posters, QR codes) guide customers on what can be returned and where.
- Designated Collection Points :

Country	Address	Type	Collection Day
Saudi Arabia	Ad Dahiah, Jeddah, Saudi Arabia.	Warehouse	Weekly – Monday
UAE	Umm Dera – Emirate of Umm Al Quwain, United Arab Emirates	Warehouse	Weekly – Tuesday
Jordan	Marka: Nicola Yousef Al Turk St 7, Amman	Warehouse	Weekly – Wednesday
Jordan	Aqaba: Al-Herafya Area – New Business District, Bilal Nihad Al-Athira Co, Aqaba	Warehouse	Weekly – Thursday
Bahrain	Building 2639, Road/Street 1537, HIDD, Block 115, Bahrain	Warehouse	Weekly – Friday

3. **Sorting and Processing**
   - Collected materials are sorted based on recyclability and usability.
   - Plastic packaging is sent to recycling facilities, while biodegradable materials are composted or reused.

4. **Customer Incentives**
   - Customers receive loyalty points for each item returned.
   - Incentives include discount vouchers, free amenities, or "Eco Guest" badges for active participation.
   - Top contributors may be featured in sustainability campaigns or receive certificates of appreciation.

➢ Roles and Responsibilities

- **Housekeeping Staff**: Ensures proper segregation and disposal of returned products.
- **Operations Team**: Oversee logistics, collection schedules, and program execution.
- **Sustainability Compliance Team**: Monitors program effectiveness, track environmental benefits, and ensure regulatory compliance.
- **Recycling Partners**: Process and repurpose returned products as per agreed standards.

➢ Monitoring and Reporting

- The program's success is tracked based on:
  - Volume of returned products
  - Recycling and repurposing rate
  - Customer participation growth

- Stella Hospitality releases an annual sustainability report outlining key achievements and areas for improvement.

➢ Review and Continuous Improvement

- The SOP is reviewed annually to incorporate advancements in recycling technologies and regulatory updates.
- Stakeholder feedback is gathered to improve efficiency and customer participation.
- New partnerships are established to enhance recycling and recovery options.

➢ Contact Information

For further information, participation guidelines, or scheduling returns, contact:

- **Email**: sustainability@stellahospitality.com
- **Phone: +971 4 421 6166**
- **Website**: https://stella.jana-its.com/index.php/contact-us-mena/

❖ **Standard Operating Procedures (SOPs) for Data Management**

➢ Purpose

This SOP establishes guidelines for the secure collection, storage, access, processing, and disposal of data at Stella Hospitality. It ensures data integrity, confidentiality, and compliance with relevant legal and regulatory requirements.

➢ Scope

This SOP applies to all employees, departments, and external stakeholders handling Stella Hospitality's data, including customer information, financial records, supplier data, and internal reports.

➢ Definitions

- **Data Management**: The process of acquiring, storing, protecting, and analysing data to ensure its accuracy and security.
- **Sensitive Data**: Confidential business information, including financial records, customer details, and trade secrets.
- **Access Control**: Security measures to ensure only authorized personnel can view or modify certain data.
- **Data Backup**: The process of creating copies of data to prevent loss in case of system failure or cyber threats.
- **Data Breach**: Unauthorized access, disclosure, or loss of data

➢ Data Classification & Handling

Data Classification

All data is classified based on its sensitivity and importance:

- **Public Data:** Information that can be shared without restrictions (e.g., marketing materials, website content).

- **Internal Data:** Business-related data not meant for public disclosure but accessible to employees (e.g., operational reports, policies).

- **Confidential Data:** Sensitive business, customer, or employee data requiring restricted access (e.g., financial records, contracts).

- **Restricted Data:** Highly sensitive data requiring strict controls (e.g., legal documents, customer payment information).

Data Handling Procedures

- All Confidential and Restricted data must be stored on secured, access-controlled systems.

- Transmission of sensitive data must use encrypted email or secure file-sharing tools.

- Physical copies of confidential documents must be stored in locked cabinets with access logs (where feasible).

- Data should be accessed only on a need-to-know basis and must not be copied or shared without written authorization.

- When data is no longer needed, it must be securely deleted (digitally) or shredded (physically), in accordance with the retention policy.

➢ Data Security Measures

Internal Access Controls

- Implements role-based access control (RBAC) to limit data access based on job responsibilities.

- Enforces multi-factor authentication (MFA) for all systems managing confidential or restricted data, including password and secondary verification (e.g., OTP, Authenticator App).

- Maintained audit logs of all data access and modifications, with regular reviews.

- Visitor access to data storage areas is logged and monitored.

- Ensures physical security by restricting access to data storage rooms or servers using access cards or biometric verification. Visitor access is granted only with prior approval and logged in a visitor register.

External Security Measures

- Ensures third-party vendors handling company data sign binding Data Processing Agreements (DPAs) and adhere to Stella Hospitality's internal data protection and privacy policies.

- Uses secure transmission protocols such as VPNs, encrypted email platforms, and secure FTP for all data exchanges with external stakeholders.

- Conducts regular cybersecurity assessments, including annual penetration testing and quarterly vulnerability scans. All identified risks are documented, prioritized, and resolved with set mitigation timelines.

- Verifies external systems integrated with company platforms are protected with firewalls, intrusion detection systems (IDS), and up-to-date antivirus software.

- Maintains a robust data incident response plan.

➢ Stakeholder Consent and Data Privacy Compliance

Obtaining Stakeholder Consent

- Provides stakeholders with a comprehensive Privacy Notice before collecting personal data. The notice outlines:

  o Types of data collected

  o Purpose of data collection and usage

  o Retention period and third-party sharing practices

  o Stakeholder rights regarding data access, correction, and deletion

- Obtains explicit consent (written or digital) prior to collecting or processing personal data.

- Stores all consent records in secure digital repositories for future audits and compliance verification.

- Allows stakeholders to withdraw consent at any time. Requests for withdrawal are processed and confirmed within 30 calendar days.

Compliance with Regulations

- Ensures strict adherence to national and international data protection laws including the General Data Protection Regulation (GDPR), local Data Protection Acts, and hospitality sector-specific regulations.

- Conducts annual internal audits to evaluate the effectiveness of existing data protection practices.

- Updates data management policies and employee training modules in line with any changes to applicable data protection regulations.

- Maintains a designated Data Protection Officer (DPO) to oversee compliance, resolve privacy-related inquiries, and act as liaison with regulatory authorities when needed.

➢ Data Monitoring and Compliance

1. **Data Access Audits:**

- Conducts audits to ensure compliance with access control policies.

- Investigates any unauthorized data access incidents and apply corrective measures.

2. **Compliance Reporting:**

- Submit semi-annual compliance reports to senior management and the Data Protection Officer (DPO).

➢ Roles and Responsibilities

1. Data Protection Officer (DPO):

- Ensures compliance with data protection policies and legal regulations.
- Oversees consent management and retention policy implementation.
- Handles exceptions and data-related security incidents.

2. IT Security Team:

- Implements and monitors internal controls for data security.
- Investigates and responds to data breaches.
- Handles refused or partial consent cases.

3. Employees Handling Data:

- Follows data access and processing guidelines.
- Ensures compliance with retention and disposal policies.
- Report stakeholder consent refusals and escalate for guidance.

4. Third-Party Vendors:

- Adheres to the company's data protection policies.
- Report any data breaches promptly.

➢ Key Metrics for Success

- **Access Breaches:** Zero incidents of unauthorized access per year.
- **Consent Compliance:** 100% of stakeholders provide valid consent before data processing.

➢ Review and Update Process

- The SOP is reviewed annually by the DPO and IT Security Manager.
- Updates are made based on Regulatory changes, Audit findings, organizational needs.
- Review frequency: Annually or post-incident.

❖ Standard Operating Procedures (SOPs) for Incident Response Plan

➢ Purpose

This Standard Operating Procedure (SOP) establishes a structured and systematic approach for identifying, managing, and mitigating IT security incidents at Stella Hospitality. The primary objective is to minimize operational and reputational risks, prevent data breaches, and ensure rapid and effective response and recovery to protect organizational assets and maintain business continuity.

➢ Scope

This SOP is applicable to all Stella Hospitality personnel, including employees, contractors, third-party vendors, and all IT systems managed under Stella Hospitality's infrastructure. It covers incidents such as data breaches, malware infections, unauthorized access, and service disruptions.

➢ Definitions

- **IT Security Incident:** Any confirmed or suspected event that compromises the confidentiality, integrity, or availability of Stella Hospitality's data, systems, or networks.

- **Incident Response Team (IRT):** A dedicated team responsible for identifying, containing, and resolving security incidents.

- **Critical Incidents:** An incident with significant business impact (e.g., ransomware attacks, large-scale data exfiltration, prolonged outages) requiring immediate executive-level involvement.

- **Incident Owner:** The designated individual tasked with managing and documenting the response, ensuring closure, and reporting to management.

- **Containment**: Measures taken to limit the spread and damage caused by a security incident.

- **Eradication**: Steps to completely remove the threat and its origin from affected systems.

➢ Incident Response Lifecycle

1. Detection and Reporting

- All users must report suspicious behavior, security violations, or anomalies within 1 hour of detection via the official Incident Reporting Form or IT Helpdesk.

- Warning signs includes unusual system performance, unauthorized login attempts, or unexpected changes in data integrity.

- The IT Security Team conducts an initial risk assessment to categorize the incident (Low, Medium, High, Critical).

2. Preparation

- Maintains up-to-date cybersecurity defenses including firewalls, antivirus, endpoint detection and response (EDR), and SIEM (Security Information and Event Management) tools.

- Conducts quarterly cybersecurity awareness sessions to educate staff on identifying threats such as phishing and social engineering.

- Performs bi-annual incident response drills and phishing simulations to test response effectiveness.

3. Identification

- Incidents are logged and categorized using pre-defined criteria (impact on data, system criticality, scope, and affected users).

- Utilizes advanced monitoring tools (e.g., IDS, network analyzers, and endpoint alerts) to pinpoint anomalies.

- IT Security Team evaluates the evidence and determines if a real incident has occurred, triggering formal response protocols.

4. Containment

- **Short-Term Containment:** Immediately isolation of affected systems to prevent further exposure or escalation. Suspends user credentials suspected of being compromised.

- **Long-Term Containment:** Applies system patches, updates, and changes to configurations. Implements enhanced access controls, endpoint protections, and firewall adjustments to reduce recurrence. Coordinates with vendors for any third-party systems impacted.

5. Eradication

- Identifies and eliminates the root cause of the incident using forensic analysis tools.

- Removes malicious files, restore system integrity, and revoke unauthorized access credentials.

6. Recovery

- Restores systems and data from secure, validated backups.

- Verifies operational integrity and functionality of systems before reintroduction to the production environment.

- Implements post-recovery monitoring for anomalies over a defined observation window (typically 7–14 days).

- Re-enables user accounts and services in a phased, controlled manner.

7. Post-Incident Activities

- Conducts a formal post-incident review within 5 business days of resolution.

- Documents the timeline of events, effectiveness of response, gaps identified, and overall impact.

- Updates SOPs, playbooks, and employee training based on findings.

- Submits a detailed Incident Report to senior management and ensures storage in the compliance repository for audit readiness.

➤ Roles and Responsibilities

1. Incident Response Team (IRT)

- Leads the detection, assessment and resolution of security incidents.

- Documenting the incident, actions taken, and preventive measures for future reference.

- Collaborates with external cybersecurity experts if needed.

2. IT Department

- Monitors IT infrastructure for unusual activity or security vulnerabilities.

- Implementing security patches, updates, and other proactive measures.

3. Employees

- Report any suspected security incidents immediately to the IT department.

- Refrain from tampering with evidence or attempting to resolve security issues without authorization.

4. Senior Management

- Ensures necessary resources are allocated for incident response and recovery.

- Oversees compliance with legal and regulatory data protection requirements.

➤ Reporting and Communication

Immediate Reporting:

- Employees report incidents within **30 minutes** of discovery via:

  - **Phone:** +971 XXXXXXXXXX

  - **Email:** itsecurity@stellahospitality.com

- Reports include details such as:

  - Date & Time of Detection

  - System Affected

  - Type of Incident

  - Immediate Actions Taken

Incident Logs:

- Every incident must be logged in Stella Hospitality's Incident Management System for investigation, trend analysis, and compliance purposes.

➤ Incident Escalation Matrix

Priority Level	Criteria	Examples	Response Time	Action
Critical	Severe impact on business operations, financial losses, or legal implications	Ransomware attack, Large-scale data breach, Compromised administrator credentials	Within 15 minutes	Escalate to CEO, IT Security Manager, and Incident Response Team. Immediate containment required.
High	Significant impact on multiple departments or data security.	Unauthorized system access, DDoS attack, Insider data leak	Within 1 hour	Notify IT Security Manager and Incident Response Team. Initiate mitigation strategies.

Medium	Moderate impact on specific users or non-critical systems.	Malware detected on a single device, Targeted phishing campaign	Within 3 hours	Addressed by IT Helpdesk and reviewed by Incident Response Team.
Low	Minimal impact but requires monitoring.	Unauthorized login attempts, Suspicious system activity	Within 5 business days	Investigated and resolved by IT Helpdesk. Document and monitor for trends.

➤ Compliance and Legal Considerations

- Ensures compliance with GDPR, ISO 27001, Data Protection Regulations, and other applicable laws.
- Reports security breaches to regulatory authorities within 72 hours.
- Ensures third-party vendors handling data comply with Stella Hospitality's security policies and Non-Disclosure Agreements (NDAs).

➤ Key Metrics for Success

- **Employee Awareness:** Achieve 100% participation in mandatory security training programs annually.

- **Post-Incident Reviews:** Conduct reviews for 100% of major incidents to implement preventive measures.

➤ Review & Updates

- This SOP is reviewed annually by the IT Security Manager and Data Protection Officer.
- Updates are made based on audit findings, incident trends, or regulatory changes.
- Any amendments are communicated to all employees and relevant stakeholders.

❖ Standard Operating Procedures (SOP) for Data Retention

➢ Purpose

This SOP outlines the standardized process for implementing a Records Retention Schedule (RRS) to manage the lifecycle of records—both physical and digital—at Stella Hospitality. The aim is to ensure secure, compliant, and efficient handling of third-party data and internal documents while supporting legal, regulatory, and operational requirements.

➢ Scope

This SOP applies to all departments and personnel handling records, especially those related to third-party vendors, customers, partners, and regulatory authorities. It governs the creation, retention, archival, and disposal of records across all formats.

➢ Definitions

- **Records Retention Schedule (RRS):** A formal document listing each category of record, its retention period, and disposal method.

- **Third-Party Data:** Any data collected, stored, or processed from or on behalf of external vendors, service providers, or contractors.

- **Archiving:** The process of transferring inactive records to a secure storage location for long-term preservation.

- **Disposition:** The final action taken with records—destruction or permanent archival—based on legal and operational value.

- **Custodian of Records:** Appointed personnel responsible for ensuring proper records management within their department.

➢ Records Classification and Retention Schedule

Record Type	Examples	Retention Period	Legal Basis/Notes
Third-Party Contracts & Agreements	Vendor agreements, SLAs, NDAs	7 years after termination	Legal and audit requirements
Invoices & Payment Records	Bills, payment confirmations, tax documents	8 years	Taxation laws, audit trail
Supplier Onboarding Documents	Background checks, due diligence forms	5 years after contract ends	Risk management practices

Communication Records	Emails, letters with third-party relevance	3 years	Operational reference
Compliance Certificates	ISO, GMP, or other regulatory certifications	Permanent or 10 years	Regulatory body standards
Third-Party Performance Reviews	Annual evaluation reports, audit findings	5 years	Internal quality management

➤ Retention Implementation Steps

1. Inventory and Classification

- Departments identify and list all categories of records.

- Each record is assigned a category in the Records Retention Schedule.

2. Schedule Creation and Approval

- Draft RRS is created by the Compliance Manager and DPO.

- Reviewed by Legal and IT departments.

- Finalized schedule is approved by executive leadership.

3. Awareness and Training

- All employees receive mandatory training on the RRS.

- Training logs are maintained and audited annually.

4. Archiving Procedures

- Inactive records are moved to designated archive folders (physical or cloud).

- Archives are encrypted and access is restricted based on job roles.

5. Disposition and Destruction

- Expired records are securely destroyed in line with company policy:

  o Digital records via certified data wiping tools.

  o Paper records via cross-cut shredding or certified disposal vendors.

- Destruction logs must be signed by the Custodian and Compliance Manager.

➤ Reporting & Escalation

- Exceptions or Overrides must be reported to the Compliance Manager.

- Data Breaches involving records must follow the Incident Response SOP.

- Disposal Logs are submitted quarterly to the DPO for verification.

➤ Roles & Responsibilities

- **Data Protection Officer (DPO):** Ensures retention schedule aligns with legal requirements

- **IT Department:** Implements digital storage solutions, ensures backup and disposal compliance

- **Department Heads:** Ensure records within their function follow retention protocols

- **Custodians of Records:** Maintain logs, conduct periodic audits, report discrepancies

- **Compliance Manager:** Oversees audits, monitors adherence to policy, ensures regulatory compliance.

➤ Review & Updates

- This SOP is reviewed annually by the Compliance Department to ensure alignment with evolving regulatory requirements and business practices.

- Any updates are communicated to employees through official channels.

Standard Operating Procedures (SOP) for Gift Approval

Purpose

This Standard Operating Procedure (SOP) establishes guidelines for the approval, acceptance, and reporting of gifts at Stella Hospitality. It ensures transparency, integrity, and compliance with ethical standards in business interactions involving external stakeholders. This policy aims to prevent conflicts of interest and uphold the company's reputation.

Scope

This SOP applies to all employees, contractors, and third-party representatives of Stella Hospitality. It covers gifts received from or given to external stakeholders, including but not limited to clients, suppliers, business partners, and government officials.

Definitions

- **Gift:** Any item of value, including but not limited to cash, gift cards, hospitality, travel, entertainment, discounts, or goods and services provided at no cost.

- **Business Courtesy:** Any token of appreciation, including meals, invitations, or promotional items exchanged as part of standard business practices.

- **Sensitive Transactions:** Any transaction that could be perceived as an attempt to influence decision-making, such as high-value gifts or excessive hospitality.

- **Conflict of Interest:** A situation where the acceptance of a gift may impair an employee's ability to make objective business decisions.

- **Approval Authority:** Designated personnel responsible for reviewing and approving gifts in accordance with this SOP.

- **Nominal Value**: A customary, small-value gift (generally not exceeding $50 or equivalent in local currency) that does not compromise business impartiality.

- **Gift Disclosure Form**: A standardized form for reporting received or proposed gifts, available through the Compliance Department or the corporate intranet.

Gift Acceptance Guidelines

- Employees ensure that accepting a gift does not create a conflict of interest or the appearance of impropriety.
- Gifts of nominal value (e.g., branded promotional items, reasonable meals) are accepted without prior approval.
- Any gift is disclosed and approved by the employee's immediate manager and the Compliance Department.

- Cash or cash equivalents (e.g., gift cards, vouchers) are strictly prohibited from being accepted.

➢ Gift Approval Process

1. **Employee Disclosure:** Employees report any gift using the Gift Disclosure Form within five business days of receipt.

2. **Managerial Review:** The immediate supervisor reviews the gift's appropriateness and determines whether approval is required.

3. **Compliance Review:** If the gift involves travel, accommodation, or entertainment, it is escalated to the Compliance Department for further evaluation.

4. **Approval Decision:** The Compliance Department assesses the business justification, value, and intent before approving or rejecting the gift.

5. **Recordkeeping:** All approved gifts are documented in the Gift Approval Register for audit and compliance purposes.

➢ Gift Giving Guidelines

- Employees obtain prior approval before offering gifts to external stakeholders, ensuring they align with ethical business practices.

- Gifts given to government officials or regulatory bodies require written approval from the Legal and Compliance Departments.

- The purpose of the gift is documented, along with proof of compliance with applicable laws and company policies.

➢ Reporting & Escalation

- Employees who suspect unethical behaviour or policy violations report concerns to their supervisor or the Compliance Department.

- Anonymous reporting channels are available for employees who prefer confidentiality.

- Non-compliance with this SOP results in disciplinary action, including termination or legal consequences.

➢ Roles & Responsibilities

- **Employees:** Adheres to the SOP, report gifts as required, and seek approval when necessary.

- **Managers:** Review and approve gifts in accordance with company policies.

- **Compliance Department:** Oversees the gift approval process, maintain records, and ensure regulatory compliance.

- **Senior Management:** Provides guidance on exceptional cases and enforce the policy across all business units.

➤ Review & Updates

- This SOP is reviewed annually by the Compliance Department to ensure alignment with evolving regulatory requirements and business practices.

- Any updates are communicated to employees through official channels.

➤ Enforcement

Failure to comply with this SOP results in disciplinary action, up to and including termination, based on the severity of the violation. Stella Hospitality is committed to maintaining a transparent and ethical business environment, and all employees are expected to uphold these standards.

❖ **Standard Operating Procedures (SOPs) for Customer Support & Product Longevity Services**

➢ Purpose

This SOP outlines Stella Hospitality's commitment to providing comprehensive post-purchase care, maintenance support, and recovery services to extend the lifetime of our hospitality amenity products. It supports environmental sustainability, reduces waste, and maximizes product performance and value for our clients and customers.

➢ Scope

This policy applies to:

- All reusable and refillable hospitality products supplied by Stella Hospitality
- Post-purchase interactions including product care support, repair services, spare parts, returns, and participation in the Take-Back Program
- External stakeholders including hotels, distributors, and resellers.

➢ Post-Purchase Support Services

Service	Description
Care Guide	Customers receive printed and digital copies of the "Product Care & Maintenance Instruction Sheet" (See Doc ID: SHGTL-PCMI-01).
Spare Parts Access	Reusable product components (e.g., pumps, dispensers) are available for individual order.
Product Setup Training	Customers can request virtual walkthroughs or how-to videos for dispenser installation and maintenance.
Troubleshooting Support	Our helpdesk provides email and phone support for common issues (clogging, wear, etc.).
Product Labeling	All products include care icons, shelf-life info, and QR codes linking to updated tutorials and SDS.

➢ Maintenance Tools Provided

- Product Maintenance Guide (available in print and via QR code)
- Online knowledge base and troubleshooting flowcharts
- Refill tracking templates
- FAQs and safety precautions in multiple languages

Take-Back & Recovery Services

- Customers can return used bottles, dispensers, and pumps through our Take-Back Program.

- Drop-off bins are available at all Stella Hospitality warehouses.

- Returned materials are reused or responsibly recycled.

Product Lifecycle Extension Commitments

- Durable packaging and pump systems tested for 3+ refill cycles

- Refurbishment protocols in place for applicable items

- Continuous R&D on biodegradable and reusable alternatives.

Customer Awareness & Communication

- All packaging includes product care icons and disposal instructions

- SDSs (Safety Data Sheets) are shared via QR code and email

- Monthly customer newsletter includes care tips and updates

- Awareness campaigns during onboarding and distributor training

Warranty & Replacement

- Dispensers and reusable accessories are covered by a 6-month functionality warranty

- Replacement requests are handled within 10 working days upon verification

- Warranty coverage includes defects, cracks, malfunctioning pumps, and premature wear

Contact & Feedback

- **Customer Support Email:** support@stellahospitality.com

- **Product Care Hotline:** +971 4 421 6166

- **Website:** www.stellahospitality.com/support

Review & Update

This SOP is reviewed annually by the Product Safety officer & Adjustments are made based on feedback, innovation updates, and customer care metrics.

❖ Standard Operating Procedures (SOPs) for Feedback Form

➤ Purpose

The purpose of this Standard Operating Procedure (SOP) is to establish a structured approach for collecting, documenting, and addressing external feedback from customers on any health and safety issues encountered before, during, or after the use of Stella Hospitality's products and services. This process ensures continuous improvement, compliance with safety regulations, and enhanced customer satisfaction.

➤ Scope

This SOP applies to all customer interactions, business clients. It covers feedback collection through various channels, processing, escalation of critical issues, and response management.

➤ Definitions

- **Feedback Form:** A structured tool (physical or digital) used to collect customer input regarding Stella Hospitality's offerings.

- **Health & Safety Issue:** Any reported incident, complaint, adverse event, or suggestion that poses or could pose a risk to customer safety or health.

- **Escalation Process:** A predefined mechanism for promptly addressing and resolving high-risk or sensitive customer feedback.

- **Customer Satisfaction Feedback:** Routine input not related to safety but impacting service perception, such as cleanliness, courtesy, or amenities.

➤ Feedback Collection Methods

Feedback is collected through multiple channels, including:

- **Physical Forms:** Available at hotel reception desks, product packaging inserts, and distributor locations.

- **Digital Forms:** Hosted on the official Stella Hospitality website.

- **Email & Hotline:** Dedicated support email and toll-free line for complaints or suggestions.

- **Social-Media & Surveys:** Monitoring customer comments and conducting periodic online surveys.

- **Direct Customer Interaction:** Face-to-face feedback collected by customer service representatives.

➢ Submission & Processing of Feedback

1. Customer Submission: Customers submit feedback through any of the available channels.

2. Initial Review: The Customer Service Team screens all submissions within 24 hours.

3. Classification: Feedback is categorized as:

- **Minor Concern:** Includes General Suggestions & Minor Inconveniences

- **Moderate Concern:** Consists of mild health effects

- **Critical Concern:** Encompasses serious safety risks

4. Response Time: Based on the severity level, response time is determined:

- **Minor:** Acknowledged and resolved within 5 business days.

- **Moderate:** Investigated within 48 hours.

- **Critical:** Escalated and addressed immediately (within 4 hours).

➢ Escalation Process for Critical Issues

- **Immediate Notification:** The Health & Safety Team and senior management are informed.

- **Investigation:** A root cause analysis is conducted within 48 hours.

- **Corrective Action:** Necessary corrective actions are implemented, and updates are provided to the affected customer.

- **Regulatory Compliance:** Authorities and regulatory bodies are notified.

➢ Follow-Up & Resolution

- Customers receive acknowledgment of their feedback within the designated response time.

- Resolutions and actions taken are communicated transparently.

- Feedback trends are analysed for continuous improvement initiatives.

➢ Roles & Responsibilities

- **Customer Service Team:** Collect, document, and categorize feedback.

- **Health & Safety Team:** Investigate and resolve safety-related concerns.

- **IT Department:** Ensure uptime and security of online feedback systems.

- **Compliance/Legal:** Review escalated issues, report to authorities if necessary.

- **Senior Management:** Oversee compliance and ensure corrective actions.

➢ Review & Updates

This SOP is subject to review annually or upon major changes in regulatory requirements.

➢ Appendix A: Sample Customer Feedback Form

For Health, Safety, and Service Quality Feedback

1. Customer Details

Field	Description
Name	
Contact Number	
Email Address	
Date of Experience	
Location / Branch Visited	
Service Used / Product Consumed	

2. Feedback Type

(Please check ✔ the most relevant option)

☐ General Suggestion
☐ Minor Inconvenience
☐ Product or Service Quality Issue
☐ Health or Safety Concern (please specify below)
☐ Complaint Regarding Staff Conduct
☐ Other: _____

3. Description of Feedback

Please describe your feedback in detail. Include any symptoms, specific incidents, or suggestions for improvement.

_____

_____

_____

_____

4. Severity Classification (Office Use Only)

Classification	Description	Tick (✓)
Minor	Suggestion, comfort-level issues	☐
Moderate	Mild discomfort, allergic reactions	☐
Critical	Safety threat, serious illness or injury	☐

5. Desired Resolution (Optional)

Please specify if you expect any specific response or resolution:

☐ Follow-up call/email
☐ Refund or compensation
☐ Investigation & update
☐ No action needed – for awareness only
☐ Other: _____

6. Signature

Field	Description
Customer Signature	
Date	

7. Internal Use Only (To Be Completed by Stella Hospitality Staff)

Field	Description
Received By	
Date Received	
Reviewed By	
Escalation Required?	☐ Yes ☐ No
Escalated To	
Action Taken	
Closure Date	
Logged in Feedback Register	☐ Yes ☐ No

❖ **Standard Operating Procedure (SOP) for Product Safety Disclosure & Customer Communication on Hazardous Materials**

➢ Purpose

This SOP establishes Stella Hospitality's process for identifying and communicating the presence (or absence) of hazardous substances in products distributed to customers. It ensures safety compliance, transparency, and customer awareness regarding chemical and physical properties that may pose health or environmental risks.

➢ Scope

This SOP applies to all product categories—including amenities, packaging materials, and distribution items—managed across Stella Hospitality's warehouses and offices in UAE, Saudi Arabia, Jordan, and Bahrain. It covers procurement, warehousing, and customer-facing operations.

➢ Definitions

- **Hazardous Material:** Any substance that can cause harm to human health or the environment.

- **SDS (Safety Data Sheet):** Documentation that outlines handling procedures, risks, and safe disposal of materials.

- **Product Safety Disclosure:** Communication methods such as labelling, documentation, and SDS distribution that inform users of potential hazards.

- **Restricted Substances List (RSL):** A list of banned or controlled materials based on international standards.

- **Customer Awareness Program:** Activities designed to educate customers on proper handling and risks of product materials.

➢ Product Safety Inventory & Classification

1. Supplier Verification:

- All suppliers must submit valid SDSs and chemical content declarations.

- Products are screened for hazardous content and categorized into:

o Non-Hazardous

o Contains low-risk ingredients

o Hazardous or regulated

2. **Product Safety Register:**

- A centralized digital inventory is maintained listing each product's hazard classification and SDS.

- The Compliance Team ensures this is updated quarterly.

➢ Mercury Content Declaration

Stella Hospitality confirms that none of the products we manufacture, source, or distribute contain mercury or mercury-based compounds.

Nevertheless, the company maintains transparency with:

- "Mercury-Free" labels where applicable.

- Access to SDS for customers via email, packaging inserts, or QR-code links.

- A formal Restricted Substances List, monitored against local and international safety standards (e.g., REACH, RoHS, GHS).

➢ Customer Awareness Measures

The following actions are implemented to ensure customers are well-informed:

- **Product Labeling:** Includes hazard pictograms, storage instructions, disposal methods, and "Free from Mercury" notices.

- **Digital & Printed SDS:** Available via request, shipment documentation, or on Stella's website.

- **Training & Awareness Materials:** Provided to B2B clients, hotel partners, and distributors on safe handling practices.

➢ Roles & Responsibilities

Department	Responsibilities
Procurement Team	Obtain SDS, verify product compliance, and liaise with vendors.

Compliance Department	Maintain product safety register and Restricted Substances List (RSL).
Warehouse Operations	Ensure safe handling and label verification during inventory storage.
Customer Service	Respond to product safety inquiries and share awareness materials with clients.

➢ Monitoring & Documentation

- **Annual Safety Review:** Conducted by Compliance Team to assess risk changes and regulatory updates.

- **Record Retention:** SDS, declarations, and customer communication are stored securely for 5 years.

- **Incident Protocol:** Any safety-related customer feedback triggers immediate investigation and reporting.

➢ Review Mechanism

- Updates are made based on Regulatory changes, Audit findings, organizational needs.

- Review frequency: Annually or post-incident.

❖ SOP Manual Review Mechanism

The Standard Operating Procedure (SOP) Manual is reviewed annually to ensure it remains relevant, effective, and aligned with the evolving needs of Stella Hospitality.

➢ Key Review Details:

1. **Frequency of Review**
   - The SOP Manual undergo a comprehensive review annually or following significant organizational, regulatory, or operational changes.
   - Examples of triggers for additional reviews include changes in regulations, cybersecurity threats, or major organizational restructuring.

2. **Primary Stakeholders for Review**

   - **Review Leads**:
     → **HR Manager**: Responsible for reviewing HR-related SOPs.
     → **IT Security Manager**: Focuses on IT and cybersecurity procedures.
     → **Operations Manager**: Evaluates operational processes and efficiencies.

   - **Additional Stakeholders**:
     → Senior Leadership Team.
     → Compliance and Risk Officers.
     → External consultants (if required for regulatory compliance updates).

3. **Review Objectives**
   - Assess the effectiveness and applicability of current SOPs.
   - Identify and eliminating outdated or redundant procedures.
   - Incorporate feedback from employees and stakeholders.
   - Ensures compliance with updated legal, regulatory, and industry standards.

4. **Review Process**
   Step 1: **Notification**: The HR Department send a notification to relevant stakeholders one month before the scheduled review.
   Step 2: **Review Meetings**: Stakeholders participate in review sessions to analyze current SOPs and recommend changes.
   Step 3: **Feedback Integration**: Employee and departmental feedback are documented and evaluated for inclusion.
   Step 4: **SOP Updates**: Approved changes are documented, formatted, and added to the manual.

- **Step 5**: **Communication**: Updated SOPs are communicated to all employees through training sessions, email announcements, and the employee portal.

5. Documentation and Approval

- All updates to the SOP Manual are documented with a summary of changes.
- Final approval of updates is provided by the Head HR.

6. Accessibility

- The latest version of the SOP Manual is available on the company's website and in physical copies at departmental offices.

By regularly reviewing and updating this manual, Stella Hospitality ensures that our operational practices remain efficient, compliant, and reflective of our organizational values.

❖ SOP Manual Revision History

Review Date	Nature of Changes	Approval Date
00	Initial Release	05 / 17 / 2025
01	Added new SOPs to the SOP Manual	

Approved By : Marwan Abu Sakha – Group Head Of Corporate Development

05 / 17 / 2025