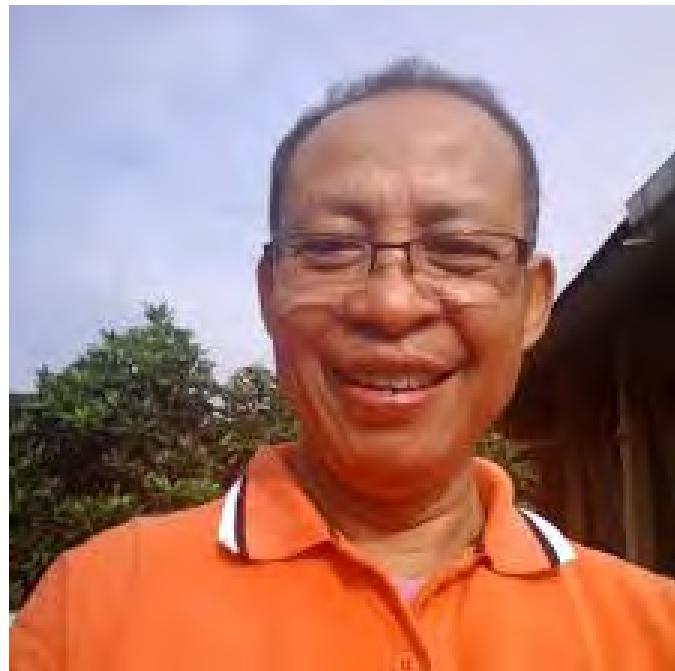


10/21/2018



SPHM  
HOSPITALITY

SPHM – GENERAL OPERATION POLICY



By: | Agustinus Agus Purwanto, SE MM



# General Operation Policy



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# HOTEL GENERAL OPERATION POLICY

Bali, 31 December 2018

**Drs. Agustinus Agus Purwanto, SE MM**



## Covering Letter

Bali, 18 December 2018

To:

Hotel's Owners

Dear Hotel Owner,

To ensure the internal control in Hotels were in line with your expectations and to make effective in our control of operation also to avoid misunderstanding on approving some expenses. Here with I propose a Corporate Policy or Hotel Policy, from this policy will be developed some In-house Policy and Procedures which will be listed on my Action Plan.

Please read carefully and please discuss with the owner personally of the contain then any changing you can directly to edit this Policy.

Happy to joint with you at Hotels to set up the hotel pre-opening

Best regards,

Approved by:



Agustinus Agus Purwanto  
General Manager

\_\_\_\_\_  
Hotel Owner



**Policy No:** **001/POLICY/2018**

**Title:** **Policy Manual - General**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

The Policy Manual contains all current policy and procedural statements affecting on many sources of business.

The following information is pertinent to the proper distribution, maintenance, and usage/interpretation of the Manual:

### Distribution

The Owner of Hotels will receive one Manual copy and all subsequent revisions and additions and shall be responsible for

- the controlled distribution of policies to subordinate managers, and
- the effective implementation and enforcement of policies at locations within their management jurisdiction.

No unauthorized distribution of any Policy Manual shall be made without the express approval of **Sun Paradise Hotels**.

### Applicability

It is intended that all policies included in the Manual be to be applied uniformly throughout the Author. In the event that any Policy Statement cannot be implemented due to the government regulations of Indonesia as host country, an exception must be requested and approved in writing.

Approved exceptions must be kept on file in the hotel's Policy Manual.



**Policy No:** **001/POLICY/2018**

**Title:** **Policy Manual - General (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

#### Validity of Policies

Recommendations for new policies and procedures, or modifications to existing standards, should be addressed to the Agustinus Agus Purwanto, Tel. +62 821 4586 2051 and contain the following:

- The proposed policy and/or procedure.
- A brief description of why the policy is needed and how it will benefit the organization.
- A statement describing the consequences of not adopting the proposal.
- A listing of what positions in the hotel would be affected by the proposal.
- An estimate of cost or cost savings, if any, which will accrue to the hotel as a result of adopting the proposal.

#### Maintenance

Each Manual holder is responsible for ensuring that his/her manual is maintained on a current basis. An annual "checklist" will be issued by the Author to assist the Manual holder in verifying that his/her Manual is current and complete. Instructions for ordering any missing policies will be included with the checklist.

\*\*\*\*\*

THIS MANUAL IS THE DRAFT OF SUN PARADISE HOTELS POLICY. ALL QUESTIONS CONCERNING THE COMPANY POLICY POSITIONS SHOULD BE REFERRED TO AGUSTINUS AGUS PURWANTO CHIEF EXECUTIVE OFFICER

TELP. (+62) 812 9444 1224

E-mail: [ceo@sphmhospitality.com](mailto:ceo@sphmhospitality.com)



**Policy No:** **002/POLICY/2018**

**Title:** **Annual Business Plan**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

The General Manager of Hotels must complete an Annual Business Plan, which should be a complete statement on how the forthcoming year will be viewed in all aspects of the operation, sales, & marketing and financial areas.

The purpose of this policy is to ensure that the results presented to the Hotels Owner's in the Annual Business Plan reflects a realistic appraisal of the environment, appropriate revenue and expense objectives, and strategies and action plans which reasonably and logically lead to the attainment of the stated objectives.



<b>Policy No:</b>	<b>003/POLICY/2018</b>
<b>Title:</b>	<b>Organization Charts</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

Hotels shall maintain a current organization chart for all departments. Minimally, such organization charts should reflect all positions reporting directly to the departmental manager and his/her immediate subordinate(s).



**Policy No:** **004/POLICY/2018**

**Title:** **In-House Policy & Procedure Manual**

**Use Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

The General Manager and Financial Controller of Hotels should develop an in-house Policy and Procedure Manual to cover all points and controls which are not raised in, or deviate from Hotels Policy Manual or the Hotels Accounting Standard Manual, due to differing specific conditions. Major deviations from corporate policy are to be reviewed and approved by the Agustinus Agus Purwanto



**Policy No:** **005/POLICY/2018**

**Title:** **Private & Confidential Correspondence**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

In order to prevent the premature disclosure of information to other parties before proper evaluation, consideration, and approval can be made, it is the policy that documents, legal or otherwise, pertaining to the share holders relationships, agreements or disputes be marked "**Private & Confidential**" and only to be opened by the individual to whom the documents are addressed.

The same applies to any financial statements, projections, analyses, or like documents relating to a company operation over and above those required by the Hotels policy.



**Policy No:** **006/POLICY/2018**

**Title:** **Standard Audit of Hotel System**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

Hotels Owner has responsibility for approving exceptions, waivers and variances to Hotels Standards and Rules of Operation for existing hotels. No such exception, waiver or variance shall be granted without the prior approval of Hotel Owner.

The Hotel Owner will give the formal approval of all exceptions, waivers and variances, in writing. A copy of such approvals must be maintained by the involved company permanently... to document the waiver or variance approval during future audit.



**Policy No:** **007/POLICY/2018**

**Title:** **Safety and Loss Prevention**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

Pursuant to a policy statement adopted by the Executive Committee of Hotels, shall establish an on-premise SAFETY COMMITTEE. The purpose of this committee shall be to ensure:

*“the safety of guests and their possessions, the safety of employees and their possessions, and the preservation of and prevention of loss to assets.”*

The formation and functioning of the SAFETY COMMITTEE shall be the direct responsibility of the General Manager.

Company's SAFETY COMMITTEE shall be established and operated within the following guidelines.

### Organization

Committee membership will include one representative of each operating and staff department, preferably non-managerial. The representatives shall be selected by their respective department heads, with the concurrence of the General Manager, and shall serve annual terms. The General Manager or his designee will chair the Committee. Where a designee is selected, the individual must be a manager of department head level or above, and must serve an annual term (may not be “rotated” monthly, etc).

### Inspection

Safety inspections of the property will be conducted the day prior to each monthly meeting of the Committee. The inspection will be performed by one or more members of the Committee on a rotating basis. A check-list will be provided for guidance in conducting the inspection.



<b>Policy No:</b>	<b>007/POLICY/2018</b>
<b>Title:</b>	<b>Safety and Loss Prevention (Continued)</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

#### Meetings

SAFETY COMMITTEE meetings shall be held monthly at a fixed date and time. The agenda shall routinely include:

- Discussion of unfinished business
- Review of recent accidents, if any
- Report on current safety inspection
- Special features or presentations relating to safety, if any
- Presentation and discussion of new business

Committee business must be limited to safety and loss prevention. The Committee must not become involved in personnel or labor relations, or any other matter not related to safety.

#### Communication

The success of the Safety Committee is largely dependent upon free and open communication with the company's employees. The Committee must not only solicit the assistance of employees in recognizing potential and actual safety hazards, but must communicate Committee actions to the employees.

#### Required Records

The following records shall be maintained by Hotels:

- Record of Safety Committee meeting attendance
- Minutes of Committee meetings
- Monthly inspection reports
- Correspondence, proposals, and the like - pertaining to the reporting and/or correction of matters related to safety and loss prevention



**Policy No:** **007/POLICY/2018**

**Title:** **Safety and Loss Prevention (Continued)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

Reporting

A copy of each month's Safety Committee meeting minutes only shall be forwarded to the General Manager.



**Policy No:** **008/POLICY/2018**

**Title:** **Responsibility of General Managers to Accounting Controls**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy that the General Manager adheres to the Hotels Accounting Standard Manual. The purpose of this policy is to ensure that General Manager fully participate in the internal control systems in so far as they are required in the approval, authorization and review aspects of the internal control systems of the company.



**Policy No:** **009/POLICY/2018**

**Title:** **Manager's Bonus Plans**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

In case a manager's bonus plan is being contemplated involving participation in hotel earnings, the General Manager and/or Financial Controller must obtain approval from the Hotel Owner. This is to ensure that all managers' bonus programs are not in violation of Hotels Policy.



**Policy No:** **010/POLICY/2018**

**Title:** **Expatriate's Apartment Maintenance**

**Used Within:** **Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy that if the company provides the Expatriate's apartment, any refurbishment or alterations/renovations of the apartment must receive prior approval from the Hotel Owner.



**Policy No:** **011/POLICY/2018**

**Title:** **Membership of Executives**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy that memberships of company executives in associations, clubs, congresses, etc must be of benefit to the company operation, Hotels and the Hotel Owner.

Any executive's membership, the cost of which exceeds US\$500 for initiation or annual dues, requires the approval of the Hotel Owner.



**Policy No:** **012/POLICY/2018**

**Title:** **Confidential Information**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

All confidential documents and/or information pertaining to the company, Hotels shall not be disclosed to outside parties by anyone, either during employment or thereafter, without the written consent from the Hotel Owner. This includes, but is not limited to, marketing plans and feasibility studies, projected or actual operating results (financial or statistical), development plans and projects. Any unauthorized disclosure is grounds for immediate termination.

All requests for authorization to disclose confidential information should be directed to the General Manager of the company, who shall be responsible for obtaining the necessary approval(s) as described herein.



**Policy No:** **013/POLICY/2018**

**Title:** **Conflicts of Interest**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

No employee of the Hotels shall have any business interest in operation of the company, either directly or through blind name participation.

In order to avoid any conflicts of interest, employees of the company shall comply with the following requirements:

1. Financial or personal obligations which might influence good judgment in dealing for or on behalf of the company with outside firms or individuals shall be avoided. Each person must examine his own activities and those of his family to guard against conflicts, which might create an improper or embarrassing situation with respect to transactions involving the company.
2. Special acts or transactions, which shall be avoided, are:
  - 2.1 Holding a financial interest (including stockholder, partner, joint venture, creditor, guarantor, or Director) in a firm which provides services or supplies materials or equipment to the company or with a firm which is in competition with the company, or with a firm to which the company makes sales, provides services or makes loans; or engaging in such activities with the company as an individual.

The holding of the 10% or less of any security of a publicly owned corporation shall not be deemed a violation of this policy.

- 2.2 Speculating or dealing in equipment, supplies, materials, or property purchased by the company, or speculating or dealing for his account in products sold by the company.
- 2.3.1 Borrowing money from suppliers or customers or from individuals or firms (except banks or lending institutions) with whom the company does business.



**Policy No:** **013/POLICY/2018**

**Title:** **Conflicts of Interest**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

### **STATEMENT OF POLICY (cont'd)**

- 2.4 Accepting gifts or favors for himself or for any member of his family, or entertainment or other personal obligations from an outside organization or individual substantial enough to influence his selection of goods and services for the company. This does not apply to acceptance of perishable or consumable gifts of a nominal value, nor reasonable personal entertainment, but care must be exercised to be sure that continuation of such matters does not gradually build up into an embarrassing obligation. Gifts of a substantial nature should be returned to the donor with the explanation that Hotels policy will not permit the acceptance of the gift. The company will bear the expense of returning such gifts.
- 2.5 Acquisition by purchase or lease of real estate in which it is known the company has an interest, or which may improve in value because of the company's interest in adjoining property.
- 2.6 The misuse of information to which the employee has access by reason of his position - such as the disclosure of confidential information to competitors or others outside the business.

Any conflict of interest or violation of this policy by the employee must be immediately reported, in writing, to the Human Resources Department, who shall be responsible for further action as required by Hotels Policy.

Periodically, employee will be required to sign a statement declaring the nature of any such relationships, and guaranteeing that no other form of conflict of interest exists or is contemplated.



**Policy No:** **013/POLICY/2018**

**Title:** **Conflicts of Interest**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **CONFLICT OF INTEREST**

I have just read and understand the policies dealing with Conflict of Interest and Sensitive Receipts/Payments.

I do now fully adhere and in the past have fully adhered to the policies. To the best of my knowledge, there have been no violations on my part, conscious or unconscious, of the Policies.

I had previously disclosed and obtained approval for the following activities:

- 1.
- 2.
- 3.

I have not previously disclosed the following potential conflicts but wish to do so in accordance with Policies and .

- 1.
- 2.
- 3.

I also understand that any failure on my part to adhere to the Policies will lead to appropriate disciplinary or corrective action as determined by Company.

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**Date**

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**Name**

---

**Signature**

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**Position**



**Policy No:** **014/POLICY/2018**

**Title:** **Claims Reporting**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

Any and all incidents/occurrences, which might potentially result in an insurance claim or lawsuit, must be immediately reported to the insurance carrier.

All insurance policies constitute a legally binding contract between the insurer and the insured. Failure to perform in strict accordance with the provisions of that contract (policy) may be grounds for denial of a claim, which would otherwise be "covered". Among other considerations, all insurance policies provide that eligible coverage is extended only when an insurance incident is promptly reported to the insurance company.

In order to avoid such a denial of insurance coverage, Hotels must comply with the following:

1. Immediately report any incident, which might result in an insurance claim and/or lawsuit directly to the insurance carrier. If the report is verbal, it must be promptly followed up with a written-documented report.

Documentation may consist of police report(s), statements by witnesses, etc and/or other documents supporting the circumstances and extent of the loss or injury. The insurer will establish the exact documentation required, depending upon the nature of the claim.

**NOTE: DO NOT UNDER ANY CIRCUMSTANCES MAKE ANY STATEMENT TO A GUEST OR EMPLOYEE (CLAIMANT), WHICH ADMITS LIABILITY ON THE PART OF COMPANY OR HOTELS. SUCH STATEMENT MAY VIOLATE PROVISIONS HAVE THE INSURANCE POLICY AND PREJUDICE ANY SUBSEQUENT CLAIMS OR LEGAL ACTIONS.**



**Policy No:** **014/POLICY/2018**

**Title:** **Claims Reporting**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

### **STATEMENT OF POLICY (cont'd)**

2. In the event of a serious incident as listed below, the General Manager must be immediately notified. The following types of serious incidents must be immediately reported as indicated above:
  - 2.1 Death of a guest, employee or any other person on company areas;
  - 2.2 Assaults (including rape or other sexual attack) on guests, employees or other persons on company areas;
  - 2.3 Swimming pool or beach accidents, resulting in serious injuries to guests, employees or other persons;
  - 2.4 Fires or natural disasters resulting in serious injuries to guests, employees or other persons;
  - 2.5 Loss of or damage to personal property of guests or other persons, in excess of US\$2,000.00;
  - 2.6 All other serious physical injuries to guests, employees or other persons; and
  - 2.7 Any act of terrorism involving the company or its guests (e.g. kidnapping, extortion demands or bomb threats).
3. When and if an actual insurance claims is filed which meets the criteria described in 2 above, copies of the claim and the supporting documentation, as well as all subsequent correspondence, should be forwarded to the Board of Director.

It is the responsibility of the General Manager to ensure that all incidents and occurrences, which might result in claims or legal actions, are promptly reported to the carrier.



**Policy No:** **015/POLICY/2018**

**Title:** **Political Gifts and Donations**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is expressly prohibited to pay, offer, or make in any manner, directly or indirectly, for or on behalf of Hotels, any payment, gift, donation, or contribution to any political or governmental fund, campaign, or treasury, foreign or domestic, or to any official or representative thereof.

This policy applies to all officers, directors, employees, and agents acting on behalf of Hotels and its related companies as defined in the preceding paragraph.



**Policy No:** 016/POLICY/2018

**Title:** Business Telephone Calls While Away

**Used Within:** Sun Paradise Hotels

**Effective Date:**

## **STATEMENT OF POLICY**

In order to reduce the cost of long distance calls placed from hotel rooms, where the rates are extremely high, it is the policy that when placing long distance calls back to your hotel while traveling, "call backs" should be utilized whenever possible. (Placing a brief call from the hotel room, asking the person you need to speak with to call you back.)

Where an employee is away from his/her home base for longer than 3 days, a 5-minute call back to his/her family will be borne by the company.



**Policy No:** **017/POLICY/2018**

**Title:** **Hand Over to Incoming Manager**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy that any Manager appointed to an ongoing Hotels operation be properly briefed by either the outgoing Manager or that Senior Manager. The purpose of this policy is to provide continuity in an ongoing operation where a change in Managing Department is taking place. This can be achieved by a proper and thorough hand-over of the operation.

## **PROCEDURE**

The following procedure is essentially an outline of the major items to be covered in a property hand-over situation. It is not intended to be all-inclusive.

In utilization this procedure, consideration should be given to whether the incoming Manager is transferring from within the Sun Paradise Hotels organization.

- Review of ownership status including: Name of Company; Summary of Company operations; Financial status; Other involvement with Hotels; Other interests; Owner's representative or liaison with the company operation; Current status of relationship with the Sun Paradise Hotels; etc.

Look through the any Agreement including any amendments, side letters, appendices or other pertinent documents. (Later to be read and understood in its entirety during first week on the premises.) Note details of Hotels and/or subsidiary, which is party to the contract.

- A walk through of the entire company structure and grounds, with special emphasis on power plant, kitchens, storage facilities, laundries, security devices, fire prevention systems, computer equipment, or facilities unique to the operation.



**Policy No:** **017/POLICY/2018**

**Title:** **Hand Over to Incoming Manager**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

### **PROCEDURE (cont'd)**

- Thorough review of the Company Business Plan, including the Mission Statement, Objectives, Strategies and Action Plans, and current status of each.
- Review any planned refurbishment or rehabilitation projects and the status of each.
- Review the company organization chart and last performance evaluation of all key executives and personnel.
- Review the Manager's report obligations to the Hotels.
- Review the hotel insurance program and its policies, including any unusual conditions, the property's loss record and any ongoing claims, preferably with the Financial Controller in attendance.
- With the Financial Controller, review the company's current financial status, including the most recent copies of the: Profit and Loss Statement; Balance Sheet; Cash Flow Statement; Field Audit; Annual External Auditor's management letter.
- With the Financial Controller and Credit Manager, review the current accounts receivable aging report.
- Review any variations between the corporate issued Policy Manual and actual company operations, including any rationale and/or authorizing documentation pertaining to each variance.
- Review any significant or unusual points in the in-house Policy Manual.
- Introduction to legal counsel used by the operation and any current activities involving them.
- Review all in force concessionaire agreements and other contracts to which the hotel is a party.



**Policy No:** **017/POLICY/2018**

**Title:** **Hand Over to Incoming Manager**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

### **PROCEDURE (cont'd)**

- Review Collective Labor Agreements, if any, with the Financial Controller and Human Resources.
- Review the minutes of any internal meetings within the past month.
- Attend at least one Executive Committee Meeting.
- Review aspects of the country/community, including language, religions, holidays, work ethics, class structure, government structure, economic status, customs, taboos, etc and how they affect operations.
- Beside those resulting from the foregoing, introduction to: Company representatives; Government officials; Major suppliers of business for the hotel; Bankers; Auditors; Major vendors and/or creditors; Concessionaires; Competitors; hotel associations.



**Policy No:** **018/POLICY/2018**

**Title:** **General Manager's Monthly Report**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy that the General Manager's Report must be completed and sent to Hotel's Owner, each financial period by the 15th day following the close of the reported month. The purpose of this policy is to maintain an accurate view of the company's current status.

## **PROCEDURE**

### **A. GENERAL MANAGER'S MONTHLY REPORT**

The General Manager's Monthly Report should be submitted together with the Monthly Financial Statements to Hotels. The headings and detail for this report are discussed below.

1. Key Results Indicators - the following key indicators for the period and year to date should be listed here:

	Month-to-Date			Year-to-Date		
	ACTUAL	BUDGET	PRIOR YEAR	ACTUAL	BUDGET	PRIOR YEAR
Total Room Available						
% Occupancy						
Average Room Rate						
Room Revenue						
F&B Revenue						
Total Revenue						
Total Cost of Good Sold						
Total Other Expenses						
% of Gross Operating Income						
Amount of G.O.I						
Energy Cost						
Total Overhead Expenses						
% of Gross Operating Profit						
Amount Gross Operating Profit						
Total Payroll as % of Total Revenue						
Total Manning						



**Policy No:** **018/POLICY/2018**

**Title:** **General Manager's Monthly Report (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

2. Market Position - the actual occupancies, average room rate, and G.O.P percentage for the month of the 3 or 4 closest competitors should be listed here:

	Competitors Yield		
	Room Sold	Av. Rate	GOP %
Competitor 1			
Competitor 2			
Competitor 3			
Competitor 4			

A short discussion on market conditions for the month should be given here (reasons for weaker or stronger overall demand, why the company was higher or lower in room sold or average room rate than competitors, anticipated problems or opportunities, etc.)

3. Revenues - reasons for variances in revenue levels during the month against last month or against budget should be discussed here.

4. Expenses - variances against budget in major cost items should be discussed here (payroll, food cost, operating supplies, advertising, energy, overall company costs, etc).

5. Marketing and Promotional Activities - the major marketing and promotional activities should be discussed here, for example:

- Overseas sales trips by sales staff
- Participation in travel trade fair
- Initiation of accommodation package/promotion, between cruise operation and accommodation.
- Major accommodation on contracts signed
- F&B promotions planned or initiated on Hotel.



**Policy No:** **018/POLICY/2018**

**Title:** **General Manager's Monthly Report (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

6. Human Resources

- 6.1 List any movement (promotion, resignation, transfer, new hire, etc) for any department head level position.
- 6.2 List major events relating to labor union relations (e.g., commenced CBA negotiations, union served letter of protest on a company policy, union elections held, CBA signed, etc).
- 6.3 List major trading programs initiated during the month.

7. Major Renovation/Rehabilitation - discuss status of major renovation/rehabilitation projects.

8. Litigation/Government Relations - discuss status of any legal action the company is involved in or any existing problem with any Government body.

9. Affiliated Company Account - briefly describe any material transaction that may have transpired with the affiliated company during the month.

10. Accounts Receivable - indicate the number of days' sales in accounts receivable balance for the month and discuss reasons why this is better or worse compared to the previous month's level.

11. Three Months' Outlook - present the passengers for cruise and occupancy, room rate for Hotels outlook based on current estimates for the next 3 months compared to Budget and discuss the reasons for the variance.

	ROOM OCC.		AV RATE	
	Outlook	Budget	Outlook	Budget
Next Month				
+2 Months				
+ 3 months				

**Note:** Should any adverse situation be reported in any of the sections above, the corresponding course of action planned or taken to alleviate the situation should also be discussed under the respective section.

This report should be concise and to the point, not exceeding 4 pages.



<b>Policy No:</b>	<b>018/POLICY/2018</b>
<b>Title:</b>	<b>General Manager's Monthly Report (cont'd)</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## B. MONTHLY FINANCIAL STATEMENT

Hotels should submit a monthly financial statement, which contains at least the following schedules:

1. Financial Controller's Comment
2. Trend of Operation – In US Dollars
3. Trend of Operation - Indonesia Rupiah Currency
4. Statement of Changes in Financial Position
  - Fund Statement
  - Analysis on Movement of Working Capital
5. Balance Sheet
  - Supplementary Schedules
    - Cash in Bank
    - Accounts Receivable
    - Inventories
    - Other Current Assets
    - Accrued Liabilities
    - Other Current Liabilities
    - Amount Due to Affiliated Company
    - Provision for Replacement
6. Profit & Loss Statement
7. Accounts Receivable Aging Summary
8. Bad-Debt Provision Recapitulation
9. Competitor Statistics



<b>Policy No:</b>	<b>019/POLICY/2018</b>
<b>Title:</b>	<b>Authority Limits</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

General Manager has authority to sign contracts rate that are less than the published rack rate provided the contract is for one year or less. Any contract rate for terms longer than one year or for multiple years will require the written approval of Hotels Owner.



<b>Policy No:</b>	<b>020/POLICY/2018</b>
<b>Title:</b>	<b>Room Available</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

Any changes in the “Number of Room Available as usual for permanently” need to be approved and communicated within the Company.

Changes in Number of Room Available for permanently require the written approval of the Hotel Owner.



<b>Policy No:</b>	<b>021/POLICY/2018</b>
<b>Title:</b>	<b>Room Rates Structure</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

The rate structure should be consistent to enable the room to be sold by central reservation offices as like UTELL etc., travel agencies and other distributors.

Setting new rates is one of the most critical management decisions made during the year. It should be done by the Executive Committee in conjunction with the establishment of the Business Plan and reviewed thoroughly at least every three months. Official rate revisions should be issued as required. Rate changes should be documented and approved by the General Manager and/or Sales Manager.

The rate structure should reflect a specific pricing strategy and ensure that the maximum revenue is obtained from each market segment. The room rates for the budget year must be clearly reflected in the annual Business Plan.



**Policy No:** **022/POLICY/2018**

**Title:** **Room Complimentary**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

The authorization of complimentary on Room by Executive staffs or Managers shall be limited to persons conducting bona fide, current business with or on behalf of the Hotels or Owner Relative.



<b>Policy No:</b>	<b>023/POLICY/2018</b>
<b>Title:</b>	<b>Guest Disputes – After Check Out from Hotel</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

The majority of complaints received by the Sales Manager or General Manager, involve disputed charges and other dis-satisfactions which were first voiced when the guest after staying or checked out of the Hotels.

In order to preclude the unnecessary referral of such complaints and disputes to Local Agents or Overseas Agents and to avoid the excessive administrative costs associated with such complaint handling, Hotels shall be guided by the following:

1. An employee qualified and authorized to resolve complaints and disputed charges, shall be assigned to the reception area during peak check-in periods. The employee should be given a title suitable for handling these duties (i.e. guest relations manager or similar).
2. All Front Office personnel shall be instructed to refer “problem” check-ins to this employee.
3. A suitable space must be provided for the employee to discuss the complaint/dispute with the guest in reasonable privacy.

This procedure should reduce the number of unresolved complaints after cruising or leaving the Hotels and, at the same time; help alleviate congestion and delays in check-ins or checkouts.

The procedures set forth in this policy are mandatory and should be accomplished with existing staff and facilities, wherever possible.



**Policy No:** **024/POLICY/2018**

**Title:** **Guest Complaints**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy of Hotels to respond to all guest complaints promptly and courteously. In all cases, two, frequently conflicting considerations must guide the nature of our response/action:

1. to resolve the complaint in a manner which is acceptable to the guest, and maintains his/her goodwill toward Hotels, and
2. to satisfy the guest(s) at the least practical cost to the company.

The single most important element in successfully meeting both of these criteria is immediate and courteous action by management! Ideally, the first Hotels employee contacted by the guest should resolve a complaint. It will never be less expensive to the Company, or more satisfactory to the guest. As unresolved guest complaints and disputes progressively reach higher management levels, administrative costs as well as probable settlement costs accelerate and our opportunity to maintain the guest's goodwill and continued business diminishes correspondingly.

In order to facilitate the effective handling of complaints and disputes, it is essential that both the responsibility and authority to address such grievances be delegated to the lowest management level capable of reaching a solution that is acceptable to both the guest and the Company.

Minimally, the Sales Manager of each guest contact operation and outlet at Hotel must be assigned the responsibility for ensuring that guests' problems are immediately and satisfactorily addressed. When no satisfactory agreement can be reached during this initial management contact, the grievance should be immediately referred to an appropriate higher management level. ONLY THE GENERAL MANAGER HAS THE AUTHORITY TO ALLOW ANY GUEST TO LEAVE A FRONT OFFICE OR HOTEL WITHOUT HIS/HER DIS-SATISFACTION HAVING BEEN SATISFACTORILY RESOLVED.



**Policy No:** **024/POLICY/2018**

**Title:** **Guest Complaints**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

### **STATEMENT OF POLICY (cont'd)**

When the nature of the complaint is beyond the control of management (i.e. physical facilities, force majeure, etc), the matter should be immediately referred to the General Manager for further action, as appropriate.

The implementation and maintenance of an effective guest relations program at the company level requires intensive and continuing training, as well as the formalizing of areas of responsibility and limits of authority. General Manager is responsible for maintaining such a program in their operation. The receipts of unresolved guest complaints by the Agents are a direct indication of management's failure to adequately respond to the needs and wishes of our guests.

**NOTE:** Guest complaints received after leaving the Hotel or check-out (mail, telephone, etc) must be answered within 48 hours of receipt - by the manager initially receiving the complaint, regardless of his/her management level. Where the nature of the complaint requires referral for proper disposition, the guest should be so notified within this required time frame.

#### **Complaints Received by Agents**

1. A guest complaint received by agents and sent to hotel management must be answered by a personalized letter (not a form letter or postcard) which, consistent with good business practice, resolves the complaint to the guest's satisfaction and that:

- Refers to the specific complaint
- Includes an apology or expression of concern and/or explanation (which need not be an admission of fault on the part of the hotel or its personnel)
- Indicates what is being done to prevent recurrence of the problem
- States the action being taken by the hotel to resolve the complaint to the guest's satisfaction and
- Invites the guest back

The company must make this written response to the guest within ten (10) days after receipt of the complaint.



**Policy No:** **024/POLICY/2018**

**Title:** **Guest Complaints**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY (cont'd)**

### **Complaints Received by Divisional Guest Relations Department**

2. Processing charges will be assessed against Hotels for failure to resolve complaints as follows:
  - 2.1 Initial Complaints Received by Agents - Reservation complaints will be reviewed to determine if the guest is due reimbursement
  - 2.2 Follow-Up Complaints Received by Agents - Initial complaints not requiring reimbursement will be sent to Hotels for resolution between Hotels and the guest. If a hotel fails to answer and/or make a bona fide attempt to resolve the complaint to the guest's satisfaction within ten (10) days of receipt from Sales Manager, Sales Department will respond to any follow-up complaint received from the guest. The company will be billed a processing charge for each complaint responded to by Sales Department.
3. Complaints are categorized as "Reservation" when they consist of a reservation related problem. These are researched to determine which of the following is responsible for the error:
  - Host Hotels
  - Central Reservation
  - Guest/Travel Agent
  - Non-Host

When it is determined that the company is at fault and a reimbursement or credit is due to the guest, Guest Assistance will either:

- Issue credit to guest's credit card account and invoice Hotels at fault a processing charge, or
- Reimburse guest and invoice Hotels at fault for the amount of reimbursement plus a processing charge.



**Policy No:** **024/POLICY/2018**

**Title:** **Guest Complaints**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

### **STATEMENT OF POLICY (cont'd)**

The company will be contacted by fax or telephone and advised of the situation. Some examples of when these procedures will apply are as follows:

- Un-honored reservation and guest is not compensated
- Deposit not refunded
- Guest is accommodated in un-satisfy room at Hotels.
- Valid cancellation/guest billed in error
- Guest stayed at Hotels and is subsequently billed as no-show by that hotel
- Guest's reservation was un-honored and guest billed as no-show

It is necessary that some reservation complaints be sent to the Hotels for resolution. Some examples include:

- Guest claims booking/canceling error by Hotels
- No reservation record or other necessary information available for complete research by Guest Assistance
- Situation can be best resolved by the Hotels

4. Complaints not categorized as "Reservation" is called "General". Some examples are:

- Accommodation personnel
- Guest room related complaint
- Restaurant/food quality
- Services that are non-guest room related
- Overcharges/rates

These types of complaints are sent directly to Hotels for resolution and require a response to the guest within ten (10) days from date of receipt. Failure to reply and/or make a



**Policy No:** **024/POLICY/2018**

**Title:** **Guest Complaints**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

### **STATEMENT OF POLICY (cont'd)**

bona fide attempt to resolve the complaint to the guest's satisfaction within ten (10) days from receipt will result in Guest Assistance responding to the guest. Hotels will be billed a processing charge for each subsequent complaint. THIS IS A DIRECT INDICATION OF MANAGEMENT'S FAILURE TO ADEQUATELY RESPOND TO THE NEEDS AND WISHES OF OUR GUESTS.



<b>Policy No:</b>	<b>025/POLICY/2018</b>
<b>Title:</b>	<b>Financial Controller - Reporting Lines</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

### Background

The Financial Controller of Hotels organization is charged with the unique, multi-purpose role of:

- Functioning as an integral part of the overall management effort in both operating and financial areas, and
- Maintaining the accuracy and integrity of the Company's financial records and reports in accordance with Generally Accepted Accounting Principles.

The Financial Controller is directly responsible to both operational and financial management.

The purpose of this policy statement is to clarify and formalize this reporting relationship within the Hotels.

### Responsibilities Defined

As used herein, the Financial Controller Operational Responsibilities include the preparation of management reports and budgets, the monitoring and enforcement of management policies and procedures, and similar administrative and management functions as may be assigned in connection with the maintenance of sound, efficient operating practices.



<b>Policy No:</b>	<b>025/POLICY/2018</b>
<b>Title:</b>	<b>Financial Controller - Reporting Lines (cont'd)</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

The Financial Controller Financial Responsibilities encompass any and all functions relating to the processing and maintenance of records reflecting the Company's financial position and performance; and the reporting thereof in accordance with Generally Accepted Accounting Principles. Such responsibilities include the monitoring and enforcement of internal controls and other accounting policies and procedures as are established to ensure the proper and timely recording of transactions which:

- affect the Company's overall financial reporting system, and/or
- relate to the safeguarding of Company assets and revenues.

#### Reporting Lines

The Financial Controller shall report, and are answerable, directly to the HOTEL OWNER in all matters pertaining to their assigned Operational Responsibilities.

On matters relating to Financial Responsibilities, the Financial Controller shall report directly to his immediate superior within the organization (Financial Controller, as appropriate).



**Policy No:** 025/POLICY/2018

**Title:** Financial Controller - Reporting Lines (cont'd)

**Used Within:** Sun Paradise Hotels

**Effective Date:**

Personnel Administration

This "dual" responsibility/reporting relationship necessitates the participation and concurrence of the individual Controller's operational and financial superiors in all matters relating to personnel administration, including:

- Selection
- Promotions and Transfers
- Performance Appraisals
- Salaries and Other Items of Compensation
- Terminations

The Managers involved in these decisions and functions are the General Manager and the Financial Controller.

This coordination between operational and financial management will ensure that all aspects of the Financial Controller performance are properly considered in any personnel action affecting the individual and/or the Company.



<b>Policy No:</b>	<b>026/POLICY/2018</b>
<b>Title:</b>	<b>Group Fee Calculation</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

To ensure that Group or its subsidiaries receive the correct group cancellation fee income, neither overcharging nor undercharging, the Financial Controller is responsible to assure that Cancellation Fee, is calculated accurately and in strict accordance with the Agreement.

Any calculation deviations from the terms stipulated in the Agreement should be reputed to the General Manager/Financial Controller immediately.



<b>Policy No:</b>	<b>027/POLICY/2018</b>
<b>Title:</b>	<b>Repairs, FF&amp;E Alternations</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

The purpose of this policy is to ensure compliance with the terms of Hotels Policies entered into between Company or its subsidiaries and shareholders.

It is the policy that the Hotels Policies to which it or its subsidiaries are party, be strictly adhered to. This especially important in the case of:

- (1) Replacement of and additions to furniture, furnishings and equipment;
- (2) Repairs and maintenance;
- (3) Alterations;
- (4) Essential repairs, changes and replacements; and
- (5) Other alterations.

In this regard the following procedures are required to be followed:

## **PROCEDURE**

Each year the Executive Committee within Hotels should review the provisions of the Hotel's Policy. An estimate of the funds available for capital budgeting must also be prepared.

The Financial Controller should then prepare a detailed budget of proposed expenditures including any relevant photographs, drawings, samples and explanations pertaining to each line item. Expenditures should be prioritized, particularly if the proposed budget exceeds the estimate of funds available.

Details of the estimate of funds available and the proposed expenditures must then be submitted to the Hotels's Owner for approval.



**Policy No:** **028/POLICY/2018**

**Title:** **Guaranty of Third Party Debts**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

No employee is authorized to obligate the Hotels for the indebtedness of others. No guarantees, endorsements, or any other action(s) shall be undertaken which will in any way obligate the credit of Hotels or any other entity controlled by Financial Controller.



**Policy No:** **029/POLICY/2018**

**Title:** **Employee Personal Checks**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy that the encashment of employee personal checks is prohibited.



**Policy No:** **030/POLICY/2018**

**Title:** **Disbursement Limitations**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

No employee of the Hotels may approve any transaction in which such employee is also the payee.

The prohibition also extends to payments made to the employee's immediate family members and to any other party or organization where the approver may be, directly or indirectly, the beneficiary of such payment.



<b>Policy No:</b>	<b>031/POLICY/2018</b>
<b>Title:</b>	<b>Extension of Credit</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

It is the policy to utilize the extension of credit as a routine business practice. In so doing, it is recognized that the granting of credit represents an investment... and that the return on such an investment is entirely dependent upon the quality of business judgment and expertise that is exercised in the acceptance and collection of each account.

The policies and procedures surrounding the extension of credit and the management of Accounts Receivable are set forth in the Hotels Accounting Standards Manual, Section II. It is expected that all managers involved in approving credit and in managing and accounting for accounts receivable shall be explicitly guided by section II of the Manual, which shall be considered an integral part of this Policy Statement.

Procedural instructions may be issued at the level where such instructions are necessary to effectively manage credit and/or to implement standards and procedures presented in the Hotels Accounting Standards Manual; however, any such instructions which may alter or conflict with the law's requirements as presented in the Manual will require prior approval from the Hotel's Owner.



**Policy No:** **032/POLICY/2018**

**Title:** **Foreign Exchange Transactions**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

No employee in the Hotels shall authorize or engage in any foreign currency transaction which commits the Company to future purchases or sales of foreign currencies (or other negotiable instruments), or any other transaction which results in exposure to future translation/exchange rates, without the prior approval of the Hotel's Owner.

This policy statement is not intended to restrict the payment of known current obligations in a foreign currency, and all current transactions (receipts and disbursements) shall be concluded at the existing rate of exchange.



**Policy No:** **033/POLICY/2018**

**Title:** **Bank Operating Account**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

All bank accounts, regardless of purpose (i.e. depository, operating or otherwise) should be established in accordance to the terms stipulated in the Hotels Policy and must be approved in writing, by the Hotels Owners and/or authorized person.

The Financial Controller is responsible to inform the Hotels Owner on any new or change of the bank account, providing the following:

- Name
- Address
- Account Number
- Signatories Arrangement

The procedure in operating the bank account is outlined in the Hotels Accounting Standard Manual.



**Policy No:** **034/POLICY/2018**

**Title:** **Purchasing**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

All orders for goods and services should be placed through the Purchasing Department and not directly by the department concerned, in accordance with the procedures outlined in the Hotels Accounting Standard Manual. An exception to this rule exists in very small Cruise operation without a Purchasing Department or individual designated to serve in that capacity.

The purpose of this policy is to ensure that competitive quotations are obtained for all company purchases from a range of suppliers within the parameters of equality, availability and price, and that all orders are generated from one source for administrative efficiency and in a professional manner.



**Policy No:** **035/POLICY/2018**

**Title:** **Insurance Administration**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

The purpose of this policy is to ensure the proper administration of company insurance programs and the orderly processing of claims arising out of company operations.

The Hotels Owner and/or Financial Controller are responsible for the placement, purchase and maintenance of all insurance programs in accordance to the requirements stipulated in the House Policy and should be adhered to the following guidelines:

1. All insurance coverage, whether they are the responsibility of the Hotels or under named of Corporate, must be approved by the Hotels Owner, so as to protect the interest of all parties as their interests may appear.
2. The parties to be insured under all insurance coverage include the Hotels, and/or under named of Corporate, Associate and/or subsidiary companies for their respective rights and interests.
3. The original policy is held by Hotels, copies shall be furnished to the Accounting Office administrator handling all insurance matters.



**Policy No:** **036/POLICY/2018**

**Title:** **Periodical Audit System**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

The Hotels Owner will appoint a Hotel Expert to have an independent auditor to do “System Audit” each two years. This audit may be used to keep hotel performance.



**Policy No:** **037/POLICY/2018**

**Title:** **Audit Reports - Responses**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

Upon completion of each audit examination, the auditors will review their findings and recommendations with appropriate at Hotels. These findings and recommendations will be documented in writing on the auditors' "Summary of Audit Findings Report" and signed by the General Manager acknowledging his agreement to the necessary corrective action(s).

The formal audit report will be distributed by the Audit to Hotels with copies to the Hotels Owner.

The General Manager of the Hotels is responsible for the issuance of a formal point-by-point response to the audit report. In the event certain deficiencies have not been entirely corrected, a substantive reason and target date must be specified in the response. Additionally, the reply should include measures taken to ensure against the reoccurrence of the conditions reported by the auditors.

Such response(s) should be made within three weeks of the receipt of the formal audit report(s). Copies of the response(s) should also be distributed to the Hotels Owner.



**Policy No:** **038/POLICY/2018**

**Title:** **Computer Contingency Plan**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

EDP of Hotels develops a contingency plan for computer malfunction. The Financial Controller & General Manager is responsible for assuring that the contingency plans meet the requirements of good internal control.

The Financial Controller & General Manager is also responsible to ensure all IT/Non IT equipment in the hotels is Operation Properly. Sufficient provisions should be made in the Revenue Budget and Capital Budget for up-grade purpose.

The purpose of this policy is to ensure continued efficient operations both Hotel System and administration office, and that the client does not suffer inconvenience.



**Policy No:** **039/POLICY/2018**

**Title:** **Computer Backup Tapes/Disks**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

In order to ensure that files required for computer system recovery are generated daily and safeguarded at all times, it is the policy that operations Computer system backup be completed at least once daily, and that all second generation backup tapes/disks be stored in a fireproof safe off site.



**Policy No:** **040/POLICY/2018**

**Title:** **Monthly Credit Meeting**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy that a meeting to discuss the status of Accounts Receivable be held, at a minimum on a monthly basis. This meeting is to be attended by, at least, the General Manager, Financial Controller, Credit Supervisor, Sales Manager, and Sales Executive. The purpose of this policy is to ensure an active involvement in the credit approval and collection process by the Management Team.



**Policy No:** **041/POLICY/2018**

**Title:** **Monthly Financial Statement Review**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

In order to ensure active involvement and understanding by the entire Executive Committee of the company's financial status, a monthly review of the financial results of the company is to be held, and all Executive Committee members are required to attend. This meeting should generally be held around the 2nd week of each period.



**Policy No:** **042/POLICY/2018**

**Title:** **Monthly Financial Statements**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy that Financial Controller prepares monthly Financial Statements consistent with the format and instructions Financial Controller not later than the 20th day of the following financial period.



<b>Policy No:</b>	<b>043/POLICY/2018</b>
<b>Title:</b>	<b>Staff Salary Advance</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

No Staff Salary Advances be given without approval from Hotels Owner, taken direct from floats and/or Cash Remittance from sales is strictly prohibited.



<b>Policy No:</b>	<b>044/POLICY/2018</b>
<b>Title:</b>	<b>Employee Orientation</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

All newly hired employees to be fully acquainted with the Hotels, its concept, the specific product at which they work, basic information about their benefits and what is expected of a Hotels employee. The purpose of this policy is to ensure that prior to commencement; all new employees are fully acquainted with the requirements of the job, company regulations and available benefits.



**Policy No:** **045/POLICY/2018**

**Title:** **Turn Over Reports**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

In cases of formal resignation, all employees are consulted to formally document their reasons for termination. The purpose of this policy is to accurately determine why the employee is leaving his/her employment and to analyze the findings in detail. This data is to be used to compile monthly and annual turnover reports, allowing us the opportunity to rectify shortcomings in our work environment, avoid misunderstandings, improve employee morale and reduce the number of resignations.



**Policy No:** **046/POLICY/2018**

**Title:** **Job Descriptions**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

To ensure consistency in the operation of Hotel Operation while at the same time, meeting requirements and working conditions, all Heads of Department should develop Job Descriptions for employees under their supervision in their respective jobs based on the example of Job Descriptions in the Hotels Standard Accounting Manual.



**Policy No:** **047/POLICY/2018**

**Title:** **Employee Conduct**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

An Employee Conduct Policy will be prepared and implemented under the direction and with the authorization of the General Manager. Such policy shall be in accordance with laws and customs and, wherever possible, shall parallel the policies of Hotels, as set forth in the Human Resources Manual.

Personnel will be required to sign the Employee Conduct Policy during their period of orientation to ensure that they are aware of the rules of conduct and the penalties for non-compliance with these rules.

Wherever permitted by laws and regulations, the Employee Conduct Policy will be displayed prominently in the employee work areas.



**Policy No:** **048/POLICY/2018**

**Title:** **Sensitive Receipts/Payments**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

The Hotels employees are prohibited from engaging in the following transactions:

1. Payments or offers of payment, directly or indirectly, to any domestic or foreign government official or employee in order to obtain business, retain business or direct business to others, or for the purpose of inducing such government official or employee to fail to perform or to perform improperly his official functions.
2. Receipt, payment or offer of anything of value, directly or indirectly, from or to any private party in the form of a commercial bribe, influence payment or kickback for any such purpose.
3. No undisclosed or unrecorded funds or assets shall be established for any purpose.
4. The use of any funds or other assets, or the providing of any services, for any purpose which is unlawful under the laws of any jurisdiction.
5. No false or artificial entries shall be made in any books or records for any reason.
6. No payment shall be approved or made with the intention or understanding that it is to be used for any purpose other than that described by the document supporting the payment.
7. Political contributions in violation of applicable law.



**Policy No:** **049/POLICY/2018**

**Title:** **Administration & General**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **POLICY STATEMENT**

It is the policy of Hotels and its managed the company by own self that their officers, directors, employees and agents conduct all business in such a manner that the full disclosure of the details thereof will not have any adverse effect on the Company. To this effect, the following are to be considered as Corporate Policy.

- A. The use of any funds or other assets, or the providing of any services, for any purpose, which is unlawful under the laws of any jurisdiction, is strictly prohibited.
- B. No undisclosed or unrecorded funds or assets shall be established for any purpose.
- C. Books, records and accounts shall be devised and maintained which provide reasonable assurances that:
  - Transactions are executed in accordance with management's general or specific authorization; and
  - Transactions are recorded as necessary for the preparation of financial statements which will conform with generally accepted accounting principles; and
  - Access to assets is permitted only in accordance with management's general or specific authorization; and
  - Recorded assets are compared with existing assets at reasonable intervals and appropriate action is taken with respect to any differences.
- D. No false or artificial entries shall be made in any books or records for any reason.
- E. No payment shall be approved or made with the intention or understanding that it is to be used for any purpose other than that described by the document supporting the payment.
- F. Any employee having information or knowledge of any unrecorded fund or asset or any prohibited act shall promptly report such matter to the General Manager.



**Policy No:** **049/POLICY/2018**

**Title:** **Administration & General (Cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **POLICY STATEMENT (Cont'd)**

- G. Payments, regardless of amount, to government officials and government personnel, including gifts of substantial value or lavish entertainment shall not be permitted.
- H. The foregoing prohibition applies to use of corporate as well as personal funds or assets. It also applies to indirect contributions or payments made in any form, such as those made through consultants, advisors, suppliers, customers or other third parties.
- I. No funds or assets of Hotels shall be paid, loaned, given or otherwise transferred, directly or indirectly, to any federal, state, local or foreign government official or employee, or to any entity which the official or employee is known to have a material interest, except as a legitimate business transaction which is fair and reasonable under the circumstances.
- J. All appropriate employees shall be responsible for the enforcement of and compliance with this policy, including necessary distribution of this policy to ensure employees' knowledge and compliance.
- K. The reputability of all agents and third parties should be investigated before entering into formal agreements with them (or after, if the facts later warrant such). Such investigations should be thorough and well documented.

## **PURPOSE:**

The purpose of this policy is to make known Hotels formal policy as to the conduct of company business by its officers, directors, employees and agents.

Failure to adhere to this policy can result in immediate dismissal.



**Policy No:** **050/POLICY/2018**

**Title:** **Use of Company Accommodation**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy that only the employees and their legal spouse/permanent companion, and family are entitled to occupy the accommodation provided by the company as stipulated in their employment contracts.



**Policy No:** **051/POLICY/2018**

**Title:** **Employee Loans**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

The extension of loans to employees is to be discouraged whenever possible. Hotels policy relating to employee loans is categorized as follows:

1. **EMPLOYEE CONVENIENCE:** The extension of any personal loans privileges, as a matter of employee convenience is not authorized.
2. **EMPLOYEE EMERGENCY:** In the event of a bona fide employee emergency (death in family, etc), where sufficient funds to meet the employee's immediate need are not available from any other source, loans of up to US\$500 may be authorized by the Hotels Owner who shall be responsible for the timely collection of such loans or advances.
3. **OTHER EMPLOYEE LOANS:** All other loans or advances against future earnings must be approved, in writing, by the General Manager or Financial Controller.

Whenever employee loans are authorized, the recipient shall acknowledge and attest by signature his/her acceptance of the obligation, and the method and terms of repayment

The provisions of this policy are not intended to extend to money advanced to employees for business travel and/or entertainment purposes. Under these circumstances, the provisions of Travel Expenses Policy shall apply.



<b>Policy No:</b>	<b>052/POLICY/2018</b>
<b>Title:</b>	<b>Monthly Sales Report</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

Sales & Marketing Manager must complete a Monthly Sales Report utilizing the standard forms provided by the Hotels within ten days into the new financial period. The Sales & Marketing Manager is ultimately responsible for the report and should sign it.

The purpose of this policy is to enable Hotels to utilize the Monthly Sales Report as a management tool with which they can evaluate all present and future sales and marketing facts about the company on a monthly basis.

## **PROCEDURE**

It is the responsibility of the Sales & Marketing Manager to ensure the accuracy of all statistics and to personally state his/her comments in the required sections. The Sales & Marketing Manager must collect some of the appropriate figures. Other figures will be supplied by accounting.

The Sales & Marketing Manager must ensure that the report is completed by the 10th of the new financial period. As soon as the report is available, it must be reviewed in its entirety at the next sales meeting. All sales executives should be able to fully understand the complete report.

May want to keep other special marketing information in addition to the above, such as detailed production figures for corporate and tour operator accounts, etc. Any such information should be available upon request to the General Manager.



**Policy No:** **053/POLICY/2018**

**Title:** **Guest Questionnaire**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

To improve customer loyalty and increase repeat sales, to enhance our reputation and maintain the corporate image, Hotels must have a Guest Questionnaire Program whereby guest complaints are handled, at the most senior levels.

## **PROCEDURE**

General Manager is to appoint a Guest Questionnaire Contact (usually the secretary) to handle the following:

- Produce a monthly report on guest comment cards received by the company.
- Distribute comments to relevant departments for action.
- Ensure all letters of complaint and negative guest comments are answered by letter from the General Manager.
- Maintain status of action on each file until source of complaint is resolved.
- Ensure all letters of complaint received from Third Party are answered and actioned immediately upon receipt with a copy to the Ground Handling Agents.



**Policy No:** **053/POLICY/2018**

**Title:** **Guest Questionnaire (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **PROCEDURE (cont'd)**

### Guest Questionnaire

- General Manager is to print a Guest Questionnaire per the standard sample.
- Guest Questionnaire is to be printed in more than one language as necessary.
- Guest Questionnaire is to be placed in guestrooms compendium.
- Guests may leave the Questionnaire with any employee or mail it back. The Questionnaire should function as a self-mailer (and be self-sealing) with postage and address affixed where possible.
- All Questionnaires are to be reviewed by the General Manager during Department Heads Meetings.

### Reporting

- Monthly report should be sent to Owner Office outlining the percentage of negative and positive comments received by the company.

### Format for Guest Questionnaire

Guest Questionnaire should be printed locally, following the samples supplied by the Owner Office in layout, materials and content, and translated as required. To assure consistency in statistical data, all format changes should be approved by General Manager prior to printing.



**Policy No:** **054/POLICY/2018**

**Title:** **Overbooking/Dishonored Reservations**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy of the Company to honor all reservations. On rare occasions, it may be necessary to dishonor reservations. In such cases, the hotel rooms will act responsibly to meet the needs of the guest. Such actions as are appropriate will be taken at the expense of the company.

## **PURPOSE**

The purpose of this policy is to ensure that if a guest with a booking has to be relocated, this guest should be made as comfortable as possible at another accommodation at another hotel and that the guest might return to Hotels in the future.

## **PROCEDURE**

When it is not possible to accommodate a guest with a confirmed reservation, the company will adhere to the following procedures:

1. If no room is available, secure an accommodation at an alternate accommodation at another hotel, equal to or better than Hotels accommodation.
2. The company will pay for the alternate accommodation. There will be no charge to the customer for this alternative accommodation. The company will arrange for room charges to be billed to its account. Incidentals are charged to the guest's account, but the company is prepared to make allowance for communications notifying home and/or business of the new location. The arrangement will be maintained until the guest is offered an opportunity to return to the Hotels.



**Policy No:** **054/POLICY/2018**

**Title:** **Overbooking/Dishonored Reservations (cont'd)**

**Distribution:** **Sun Paradise Hotels**

**Effective Date:**

### **PROCEDURE (cont'd)**

3. The company will pay for round trip transportation to the alternate accommodation and include an allowance for tipping.
4. The company switchboard and Sales Office will be notified to carry the guest's name as though registered at the list with a note concerning the alternate location, so persons attempting to contact the guest can be properly informed.
5. The company is responsible for telephoning the guest the next morning to apologize and make arrangements to return to the Hotels.
6. Upon arrival back at the Hotels, the Front Office Manager or other representative of management who will express appropriate apologies for any inconvenience should accompany the guest to his pre-registered room.
7. An amenity such as flowers, cheese, liquor or wine will be placed in the room with the General Manager's card.
8. Should the guest elect not to return to the Hotels, the company will discontinue paying for his accommodations at the alternate accommodation, but will arrange the referral notice until his checkout date, and will arrange for an expression of apology as outlined above.



**Policy No:** **055/POLICY/2018**

**Title:** **Travel Agent Commissions**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

In order to maintain the goodwill of a major source of accommodation business, Travel Agent Commissions must be paid promptly in accordance to the procedures outlined in the Hotels Accounting Standard Manual.



**Policy No:** **056/POLICY/2018**

**Title:** **Market Research Disclosures**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

All marketing research conducted or commissioned by the Hotels or the International Expert is the property of Hotels and shall not be disclosed to parties outside the Company without the specific approval of the Hotels Owner. Research information extracted from a report and restated for use in another context shall require similar review and approval prior to circulation.

When authorized, any direct quotes in internal or external memorandum, etc must be footnoted to identify the specific source from which the information is taken.

Requests for disclosure of market research information will be coordinated through the General Manager, who will be responsible for obtaining the necessary approvals as cited above.



**Policy No:** **057/POLICY/2018**

**Title:** **News Release**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

The release of financial or corporate information to the public and news media shall be made only through the General Manager, which is the official communicator of corporate affairs. Independent communication of corporate information by individual employee without such prior approval is prohibited.

All such requests for information relating to the company, or to Hotels shall be referred to the General Manager.

Excluded from these requirements are routine external communications such as:

1. News releases relating to the Management changes, promotions, appointments, etc.
2. Releases relating to a marketing or promotional event, conference and/or meeting.



<b>Policy No:</b>	<b>058/POLICY/2018</b>
<b>Title:</b>	<b>Product Endorsements</b>
<b>Used Within:</b>	<b>Sun Paradise Hotels</b>
<b>Effective Date:</b>	

## **STATEMENT OF POLICY**

No employee may appear in a company-related capacity in any advertisement or promotion endorsing a non-Hotels product.... even though that product may be used by the Hotel Owner. The Hotels name and/or service mark(s) may not be used in any way in such advertisements/promotions.

The labeling of products used by Hotels must be in strict accordance with the Service Marks section of the Hotels Standards Manual, whenever such service marks are used.



**Policy No:** **059/POLICY/2018**

**Title:** **Advertising Graphics and Standards**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

It is the policy that all advertising material prepared by individual must adhere to graphic standards contained in the Corporate Identity Manual and be consistent in design and presentation with international coordinated advertising programs. Format guidelines issued from time to time for the preparation of advertising must be adhered to.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **STATEMENT OF POLICY**

Business travel and entertainment represents one of the largest controllable expenses for the company. Effective control of these expenses is a vitally important part of our business. Before making travel plans, these questions should be asked:

- Is travel absolutely necessary? Could the business be effectively handled over the phone or by videoconference?
- Could the trip be avoided by having the business associate(s) travel to your office for the meeting?
- Is essential travel planned in advance to take advantage of applicable discounts and special fares?
- How many people need to attend? Can one traveler accomplish the business requirements rather than two or three?
- Is an overnight trip necessary? Could the meeting be handled in one day by leaving earlier and/or returning later?
- Could multiple trips be eliminated by combining trips through advance planning of meetings?

The travel and entertainment policies contained in this document have been established to provide equitable standards and ensure consistent and fair treatment of all employees who travel and/or entertain on company business.

In situations where the policy is silent, it is expected that good business judgment will be exercised. The purposes of the business travel and entertainment policies are:

- To provide travelers and managers approving traveling expenses with guidance regarding the company's policies on travel and entertainment expenditures.
- To describe the types of expenditures those are, and are not, reimbursable by the company.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

- To help employees understand the scope of their personal responsibilities in controlling and reporting travel and entertainment expenditures.

THE TRAVEL AND ENTERTAINMENT POLICIES CONTAINED HEREIN ARE  
CONSIDERED TO BE EQUITABLE IN MEETING NORMAL BUSINESS TRAVEL AND  
ENTERTAINMENT REQUIREMENTS. EXCEPTIONS TO THESE POLICIES ARE  
EXPECTED TO BE RARE. ANY EXCEPTION MUST CARRY ADVANCE APPROVAL OF  
THE GENERAL MANAGER AND IN THE CASE OF THE GENERAL MANAGER'S  
EXPENSES.

**FAILURE TO COMPLY WITH THE POLICY MAY RESULT IN DISCIPLINARY ACTION.**



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **GENERAL TRAVEL POLICIES**

Reimbursement for travel is limited to actual expenses incurred. Expenses are to be reported as incurred but no less frequently than monthly.

Any personal gain from travel is strictly prohibited. The company will only pay or reimburse an employee for value actually receive. Flagrant abuse of travel and entertainment policies will be grounds for immediate dismissal.

Original receipts must be obtained and attached to the expense report to substantiate any expenditure, either cash or charge. The maximum amount reimbursable for any expenditure without any original receipt will be US\$15.00. If for any reason a receipt cannot be obtained, it should be noted on the expense claim form and approved by the Financial Controller.

Employees should report their own expenses for reimbursement. When expenses are incurred as a group, and it is impractical to allocate a share of the expenses to each employee, the most senior employee should pay for and report the expenditure.

It is the responsibility of the employee who incurs the expense to complete an expense report. The purpose of the expenditure is to be indicated on the expense report and all expenses are to be clearly documented in accordance with the form instructions.

Any personal travel expenditure such as side trips, extended destinations, additional room nights, or additional car rental expense will not be reimbursed. Expenses incurred over Saturdays and Sundays are only reimbursable if approved in advance by General Manager.

For security reasons, no more than three executive's staffs, three department heads, or five employees from the same department may travel on the same aircraft.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **TRAVEL ARRANGEMENTS**

All business travel arrangements are to be made through the company's designated travel agency.

### **AIR TRAVEL**

All air travel will require pre-flight written authorization. A copy of the approval should be sent to the Finance Department.

<b>Positions</b>	<b>Approved By</b>
General Manager	Hotel Owner
Department Head	General Manager
Others	Department Head / General Manager

The airline reservations are to be made through the company designated travel agency.

The designated travel agency should be instructed to satisfy all air travel needs using the airline providing the lowest available fare. If an employee has a personal preference regarding air carriers, the employee's preferred airline will generally be allowed. However, if another flight is available within one hour of the employee's preferred flight and has a fare base at least 10% lower, the employee is expected to make every endeavor to use the less expensive flight.

The company allows employees to accumulate frequent flyer bonus program benefits for their own personal use. Under no circumstances should employees allow frequent flyer program participation to override air travel cost containment efforts. In the event the employee does not select the lowest airfare available because frequent flyer programme participation is preferred, the employee will not be reimbursed for the difference between the ticket price paid and the lowest airfare.

All airline charges should normally be billed through the designated travel agent.

Full economy fare base is the maximum reimbursable class of travel for any flight under six hours actual flying time. However, for cost savings, economy fare is encouraged.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

Business fare base is the maximum reimbursable class of travel for any flight more than six hours actual flying time.

All original unused airline tickets must be returned to the issuing travel agency so that credit may be issued. A copy of the unused ticket is to be attached to an expense report, reported as a credit, and submitted to the Finance Department.

## **USE OF CHARTER AND PRIVATE AIRCRAFT**

Chartered private aircraft should not be utilized without prior approval of the Hotel Owner and prior notification to his Office to arrange the necessary insurance documentation.

## **EXCESS OR LOST BAGGAGE**

The company will reimburse charges assessed for excess baggage under the following situations:

- Travel is for an extended time period.
- Additional training/business material must be transported for business purposes.

The company will reimburse for lost baggage only after all corrective actions have been taken with the appropriate airlines. Formal documentation from the airlines, as well as a comprehensive inventory of the contents of the baggage will be required prior to reimbursement. All claims should be reported to the Finance Department.

## **USE OF PREPAID TICKETS**

Pre-paid tickets will be issued only in the event of an extreme emergency.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **UPGRADES**

The hotel will **not** reimburse for the cost of airline upgrades.

## **AIRPHONES**

Use of air phones is expected to be extremely rare and will require the General Manager's approval on the expense report

## **INSURANCE**

Travel Accident Coverage for all full time employees should be properly arranged.

## **LODGING**

All accommodation rental reservations are to be made through the designated travel agency.

Outside expenses are stated in the travel agency vouchers that are personal expenses.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **CAR RENTAL**

All car rental reservations are to be made through the designated travel agency.

Depending on the location of the business meeting while traveling, rental car cost should be evaluated against other modes of local transportation such as taxi, hotel courtesy vans, or other available local transportation.

Intermediate class cars are to be reserved. Larger cars may be utilized with four or more passengers or when additional space is needed for business material or equipment.

Insurance legislation and rental car company coverage varies widely internationally; therefore, full insurance coverage should be requested when renting a car.

In the event of an accident while driving a rental car, in addition to informing the rental agency, notify the hotel Finance Department as soon as possible.

Fines and penalties imposed for the violation of traffic laws while operating either rented vehicles or Company cars are to be paid by the traveler and are not reimbursable.

If the rental agreement calls for the traveler to pay for gas, the car should be refueled before returning. Rental companies charge a 75-100% premium over local pump prices if they refuel the car.

Employees are required to wear a safety belt when operating or riding in motor vehicles.

Use of communication devices in rental cars, such as car phones, is not a reimbursable expense, unless for business purpose and with the prior approval of General Manager.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **TAXI AND LIMOUSINES**

Taxi charges incurred in business travel and entertainments are to be reported on an expense report.

Use of limousines is permitted only through advance approval by the General Manager.

Local transportation should be the most cost-effective mode that meets the business need. First choice should always be free transportation, if any provided by the hotel.

## **USE OF PERSONAL AUTOMOBILES**

The use of personal cars for business travel and entertainment is permitted. Mileage will be reimbursed at a pre-set scale agreed by management. These allowances cover all costs associated with the use of the vehicle such as gas, maintenance and wear-and-tear on the car.

For travel directly from home to a business destination other than the office, claims should be limited to mileage in excess of the distance between home and office. This would include travel to the airport. If travel occurs on a non-business day, mileage may be claimed from the home to the destination point.

Fines and penalties imposed for the violation of traffic laws while on company business are to be paid by the traveler and are not reimbursable.

Employees using personal cars for business travel or entertainment must carry, at a minimum, one of the following insurance coverage options:

- \$100,000 per person, \$300,000 per accident public liability and \$50,000 for property damage, or
- \$300,000 combined single limit, or
- the employee's country minimum coverage, if greater than the company stated minimums.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **MEALS**

Reasonable costs for meals while traveling are reimbursable. Travelers should take advantage of meals included in the price of transportation or included in the cost of business seminar/conference charges.

Reasonable tips related to meals are to be included in the reported cost of the meal.

Since it is the company's policy to reimburse reasonable meal costs, it is incumbent on each traveling employee to utilize discretion in keeping meal costs within the limits of reason.

In situations where meals for a group of employees are paid for by the most senior employee within the group, the names of each employee should be listed on the expense report.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **GROUP MEALS AND ENTERTAINMENT**

Group meals and entertainment expenses incurred with respect to customers or other outside business associates are normally reimbursable, provided that such expenses are reasonable and directly related to business of the company.

Business meals and entertainment solely for other Hotels employees should be extremely rare and such events must be fully explained on the expense report.

Each business meal and entertainment reimbursement request must list the name and business relationship of each person present.

Reasonable tips related to meals and entertainments are to be included in the reported cost of the meal and/or entertainment event.

On all business meals and entertainment occasions, the charges are to be paid for and reported by the most senior employee in attendance from the functional area hosting the event.

Hotels facilities should always be used for business meals and entertainment unless they are not conveniently available or are otherwise not suited to the entertainment occasion.

Reimbursement of expense related to business meals and entertainment held within an employee's home will not be allowed except when incurred for specific benefit to the company and approved in advance by the General Manager.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **OTHER EXPENSES**

Telephone and facsimile charges incurred for all business related calls, as well as reasonable expenses for calls to the employee's home when traveling, are reimbursable.

Reasonable tips are reimbursable and are expected to be within the expected norm for the region in which the employee is traveling.

If local custom for a particular area determines that a tip be left for the hotel room attendant, advice should be requested from the management of the hotel as to the appropriate amount.

Hotel laundry or days cleaning charges are permitted for trips longer than three (3) consecutive days.

Parking/toll expenses incurred while on business are reimbursable. Short-term airport parking expense is reimbursable up to the equivalent of the daily rate for long-term parking.

Membership fees associated with airline sponsored travel clubs such as PATA's World Club and Other's Club will not be allowed.

Valet parking is reimbursable only if self-parking is not an option to the traveler.

Rental of evening attire is reimbursable for business social events requiring formal dress.

Reasonable charges associated with business center services such as facsimile transmissions, copying and typing are reimbursable expenditures.



**Policy No:** 060/POLICY/2018

**Title:** Travel and Entertainment (cont'd)

**Used Within:** Sun Paradise Hotels

**Effective Date:**

## **INTERNATIONAL TRAVEL EXPENSES**

All cash payments should be reported in local currency of the hotel located. The conversion rate used should be the rate at which the money was exchanged. This conversion rate is to be noted on the expense report.

Charges and commissions for converting currency and traveler's checks are reimbursable and should be listed on the expense report.

As a matter of convenience, employees may delay submitting their foreign currency claims until the monthly credit card bill is received indicating the actual conversion rate.

Alternatively, if a conversion rate estimate is used for calculating expenses, then the exchange rate published in any leading national newspaper on the first day back to the office should be used. At a later date when the traveler's credit card bill is received, any difference between the estimated and actual rate of exchange should be claimed/reimbursed on a follow-up expense report.

Expenses relating to passport and/or visa applications will be reimbursed. Airport departure taxes will be reimbursed.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **TRAVEL ADVANCES**

Cash travel advances are classified into two categories:

**Permanent:** A set amount of cash is advanced to the employee at the beginning of employment or assignment of a specific job function. A permanent travel advance is designed for those employees who travel very frequently and require a larger cash float to cover travel expenditures. Permanent advances are documented in the personnel file of the employee and are repaid at the end of employment or transfer. These advances must be approved by the employee's department head, Financial Controller and General Manager.

**Temporary:** On rare occasions, employees who do not have credit cards or the necessary personal funds may be required to travel on business. Such employees may obtain a temporary cash advance to cover any necessary expenditure.

All temporary advances are to be approved by the employee's department head, Financial Controller and General Manager. Only one travel advance may be required at any given time; all outstanding advances must be reported and cleared before additional advances may be requested.



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **NON-REIMBURSABLE EXPENSES**

The following list offers a quick reference to those expenses that will not be considered reimbursable.

- Airline upgrades
- Attach cases
- Barbershop and beauty salon charges
- Cigarettes and cigars
- Clothing
- Credit card fees
- Fines for infractions of the law
- Luggage
- Manicures
- Massages
- Shaving and toiletry items
- Shoe shines
- Travel insurance
- In-room movies
- Dependent Care/Baby Sitting



**Policy No:** **060/POLICY/2018**

**Title:** **Travel and Entertainment (cont'd)**

**Used Within:** **Sun Paradise Hotels**

**Effective Date:**

## **APPROVAL**

Expense reports must be prepared and submitted as soon as possible to ensure that accounting records and management reports are up-to-date. The expense reports must be submitted by the end of the month covered by the report, or after returning from the trip.

Expenses, which were incurred more than two months prior to the submission of a report, will not be reimbursed. All expenses should be covered by supporting receipts with the exception of certain items (such as taxi fare). Expense reports without supporting documentation will not be reimbursed.

The Company will not pay direct billings from restaurants etc. for charges incurred by the employee. Any direct billings will be passed on to the employee to pay and should be included as part of the employee's next expense report.

All expense reports must be approved by the appropriate level of management as outlined below.

<b>Position</b>	<b>Approved By</b>
General Manager	Hotel Owner
Department Heads	General Manager
Others	Department Heads / General Manager